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## Form 481 Certification Confirmation

**Congratulations. Your filing has been successfully certified.**

**Filing Number: 1**

**Certification Date and Time: Thu Jun 25 17:42:25 EDT 2015**

**Filing Created By: [dthomas@wnmt.com](mailto:dthomas@wnmt.com)**

**SAC: 492268**

**SPIN: 143002558**

**Carrier: WESTERN NEW MEXICO**

**Program Year: 2016**

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name: Person USAC should contact with questions about this data	Nancy May
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	wmtaccounting@wmt.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
(check box when complete)			
<100>	Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300>	Unfulfilled Service Requests (voice) 15 492268nm310.pdf	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310>	Detail on Attempts (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband) 115 492268nm330.pdf	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330>	Detail on Attempts (broadband) (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		
<410>	Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile 0.0		
<430>	Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440>	Fixed 0.0		
<450>	Mobile 0.0		
<500>	Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	492268nm510.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	492268nm610.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/> (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000>	Voice Services Rate Comparability Certification Yes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010>	492268NM1010.pdf (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1100>	Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data Nancy May	
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wmntaccounting@wmnt.com
<110>	Has your company received its ETC certification from the FCC? If your answer to Line <110> is yes, do you have an existing "5 year plan" filed with the FCC?	<div><div><input checked="" type="radio"/></div><div>(yes / no)</div></div> <div><div><input type="radio"/></div><div>(yes / no)</div></div>
<111>		

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.



Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113>	Maps detailing progress towards meeting plan targets	<div><div>Yes</div></div>
<114>	Report how much universal service (USF) support was received	<div><div>Yes</div></div>
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality	<div><div>Yes</div></div>
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage	<div><div>Yes</div></div>
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity	<div><div>Yes</div></div>
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	<div><div>Not Applicable</div></div>









(900) Tribal Lands Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wnmtaccounting@wnmt.com

<910>	Tribal Land(s) on which ETC Serves	Alamo Navajo Tribal Authority
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<920>	Tribal Government Engagement Obligation	492268nm920.pdf
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Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

<b>(1100) No Terrestrial Backhaul Reporting</b>		FCC Form 481	
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	Nancy May 5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wnmtaccounting@wnmt.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers

Lifeline Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wmtaccounting@wmt.com

492268nm1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220>	Link to Public Website	HTTP	<a href="http://www.wnmc.com/lifeline">http://www.wnmc.com/lifeline</a>
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"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan,	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

<b>(2000) Price Cap Carrier Additional Documentation</b>		FCC Form 481	
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013	

<010>	Study Area Code	432268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5755662516 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wnmeaccounting@wnme.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)i}	
<2011a>	3rd Year Certification {47 CFR § 54.313(b)(1)ii}	
<2011b>	Attachment {47 CFR § 54.313(b)(1)ii}	

**Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}**

<2012>	2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}	
<2013>	2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}	
<2014>	2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}	
<2015>	2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}	

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016>	Certification Support Used to Build Broadband	
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**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017>	3rd year Broadband Service Certification	
<2018>	5th year Broadband Service Certification	
<2019>	Interim Progress Certification	
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document(s) Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753862546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wmtt.accounting@wnmt.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010)

Progress Report on 5 Year Plan

Milestone Certification (47 CFR § 54.313(f)(1)(i))

492268nm3010.pdf

Name of Attached Document Listing Required Information

(3011)

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012)

Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013)

Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(3014)

If yes, does your company file the RUS annual report

(Yes/No)  
(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015)

Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017)

If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(Yes/No)  
(Yes/No)

(3018)

If the response is no on line 3014, Is your company audited?

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019)

Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021)

Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022)

Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023)

Underlying information subjected to a review by an independent certified public accountant

(3024)

Underlying information subjected to an officer certification.

(3025)

Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

Name of Attached Document Listing Required Information

(3026)

Attach the worksheet listing required information

(3000) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

Data Collection Form

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753862546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wmtt.accounting@wmtt.com

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

**Certification - Reporting Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010>	Study Area Code	492268
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<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wnmtaccounting@wnmt.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: WESTERN NEW MEXICO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/25/2015
Printed name of Authorized Officer: David Thomas	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 5753882546 ext.	
Study Area Code of Reporting Carrier: 492268	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**Certification - Agent / Carrier  
Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	492268
<015> Study Area Name	WESTERN NEW MEXICO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Nancy May
<035> Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	wnmtaccounting@wnmt.com

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments







<b>(800) Operating Companies</b>		FCC Form 481	
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	492268
<015>	Study Area Name	WESTERN NEW MEXICO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Nancy May
<035>	Contact Telephone Number - Number of person identified in data line <030>	5753882546 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	wmnt-accounting@wnmt.com
<810>	Reporting Carrier	Western New Mexico Telephone Company, Inc.
<811>	Holding Company	LICT Corporation
<812>	Operating Company	Western New Mexico Telephone Company, Inc.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Bretton Woods Telephone Company, Inc.	120038	Bretton Woods, World Surfer
	Upper Peninsula Telephone Company	310732	Michigan Broadband Services, UPTC, MCBC, Alphacomm.net
	Michigan Central Broadband Company	310785	Michigan Broadband Services, MCBC, Alphacomm.net
	Belmont Telephone Company	330847	Belmont, LaGrant Connections, LLC
	Cuba City Telephone Exchange Company	330872	Cuba City, LaGrant Connections, LLC
	Central Scott Telephone Company	351125	Central Scott
	CST Communications, Inc.	359032	CST Communications, iWireless
	WAPSI Wireless, LLC	359041	iWireless
	Haviland Telephone Company, Inc.	411780	Haviland, Giant Communications, Inc.
	J. B. N. Telephone Company, Inc.	411785	J.B.N., Giant Communications, Inc.
	Western New Mexico Telephone Co., Inc.	492268	WNM Communications
	Central Utah Tel Inc.	502277	CentraCom Interactive
	Skyline Telecom	502283	CentraCom Interactive
	Bear Lake Comm	503032	CentraCom Interactive
	Cal-Ore Telephone Company	542311	Cal-Ore
	Giant Communications, Inc.		Giant
	Alpha Enterprises Limited, Inc.		Alphacomm.net
	World Surfer, Inc.		World Surfer
	Netsync Internet Services Corporation		Netsync
	Valley Communications, Inc.		Valley
	Central Telecom Services, LLC		CentraCom Interactive
	LaGrant Connections, LLC		LaGrant Connections, LLC
	WNM Communications Corporation		WNM Communications



**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Annual Progress Report on Five-Year Service Quality Improvement Plan**

As required in 47 C.F.R. § 54.313(a)(1), the following pages provide the Company's annual progress report on the five-year service quality improvement plan filed in 2014 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

This document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including maps explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses. The information regarding planned and/or completed network improvements shall be at the wire center level or census block, as appropriate.

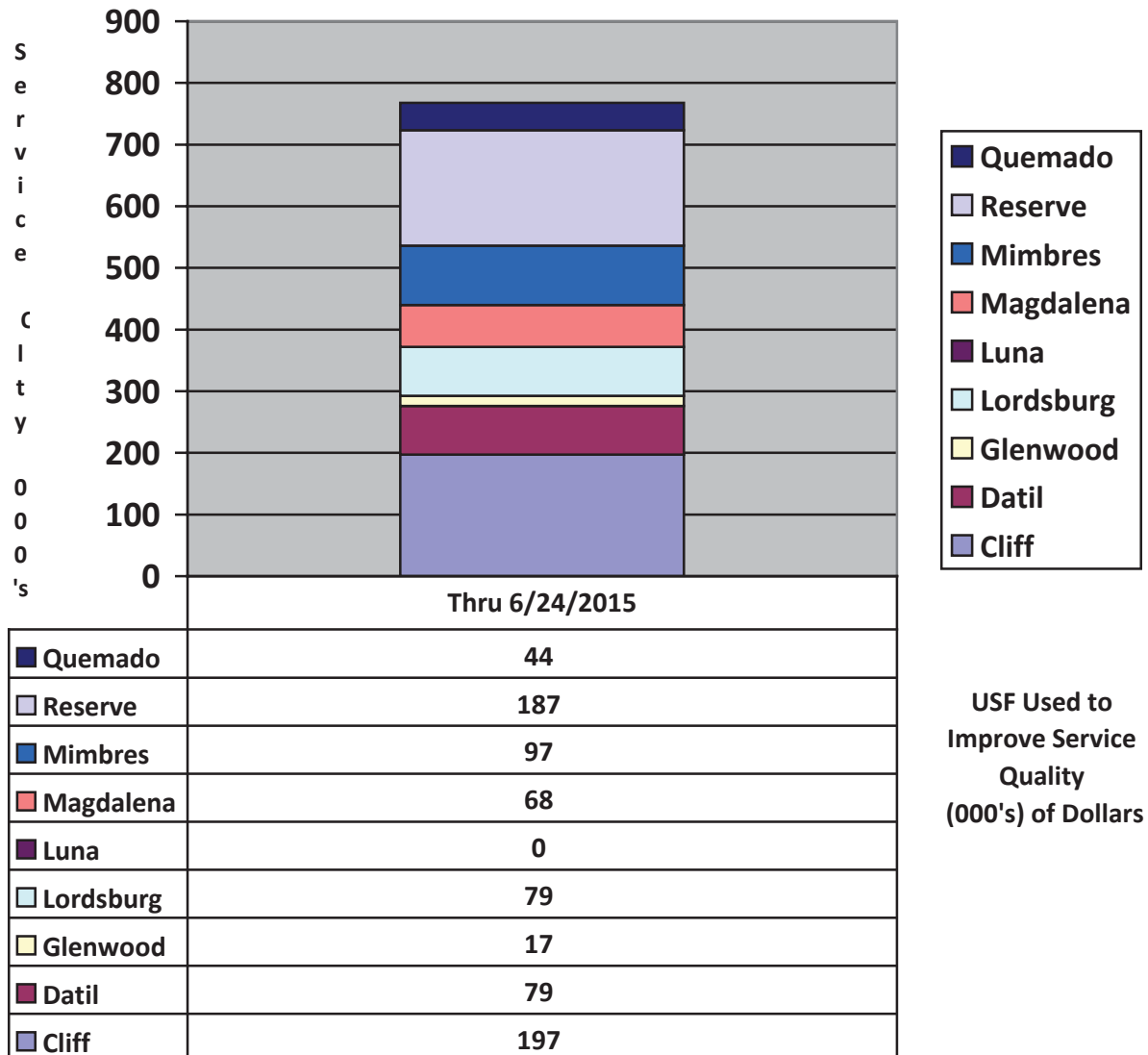
**QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:**

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the period from January 1, 2015 through June 24, 2015, the Company is expected to receive \$2.004 Million in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which has used approximately \$0.854 Million for capital expenditures and \$1.150 Million to cover a portion of the Company's operating expenses. Please note that since the instructions were to provide data up to the filing date of the Form 481, these numbers, as well as the data on the following pages are estimates since the general accounting books of the Company are not closed for June 2015 as of the date of this filing.

**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY:**

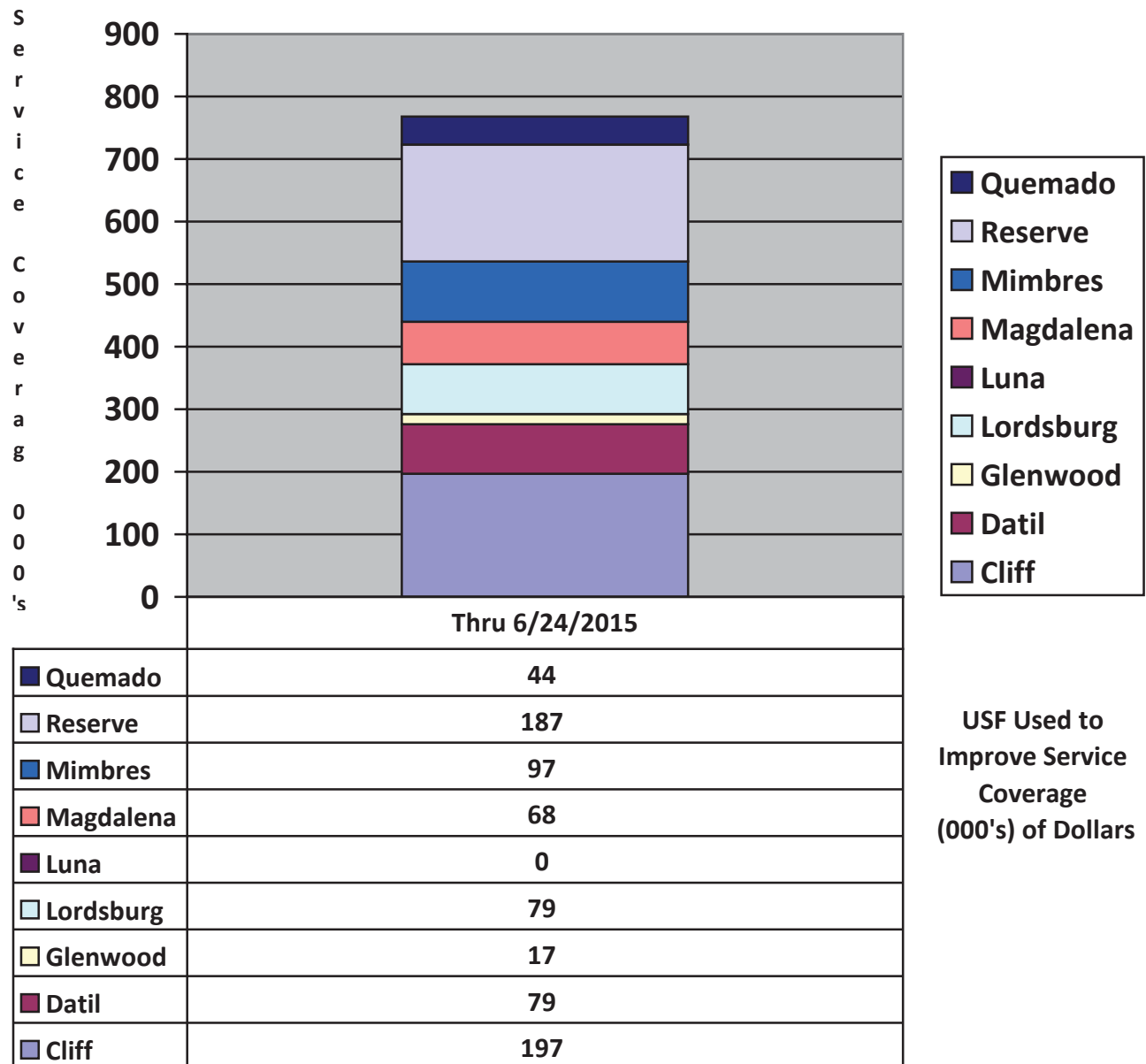
Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. The Company improved service quality in numerous ways, but primarily by investing in the following capital expenditures to increase the broadband speed available to customers:



**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE COVERAGE:**

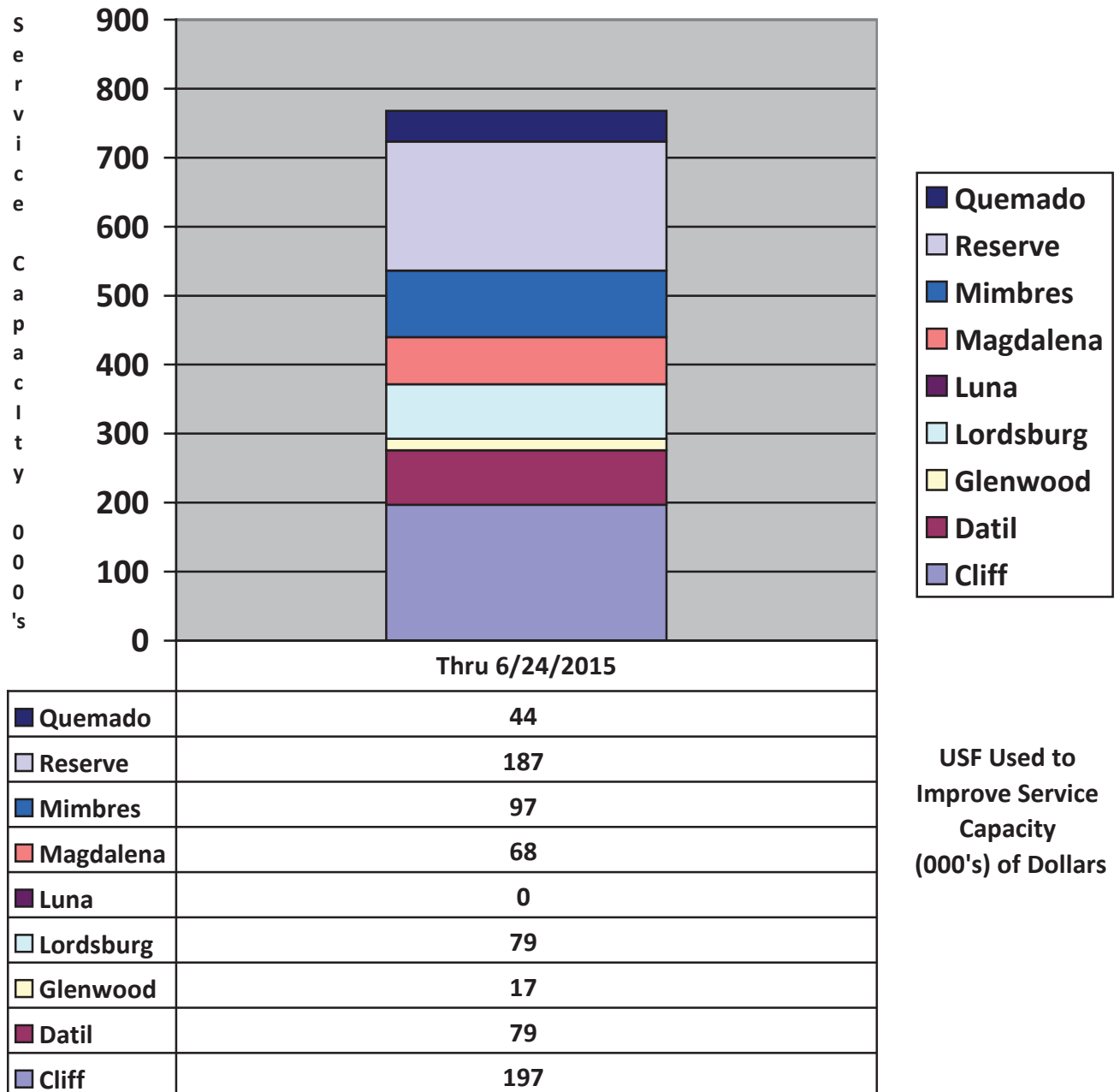
Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve service coverage, at the wire center level or census block, as appropriate. As of June 24, 2015, the Company's service coverage was generally close to 85% of our service territory at 4 Mbps downstream and 1 Mbps Upstream ("4/1"). Therefore, capital expenditures are to increase service coverage as well as improve service capacity and quality. The following summarizes how support was used for capital expenditures to improve service coverage:



**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE CAPACITY:**

Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The following summarizes how support was used for capital expenditure to increase broadband coverage and improve service capacity.



**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

Please note that the answers to lines 115, 116 and 117 overlap and are very difficult to differentiate. When you install or upgrade additional fiber and/or DLCs, you typically improve service quality, provide additional service coverage and increase service capacity. It is only an approximation to separately identify if the fiber and/or DLC increased service quality versus improving service coverage or increasing service capacity. There is an overlap in the responses for lines 115, 116 and 117. While a large majority of the Company's customers can receive 4/1, there continues to be requirements and projects for increasing service coverage, and there are also requirements to increase service capacities and improve the overall quality of service.

**EXPLANATION OF ACHIEVEMENT OF NETWORK IMPROVEMENT OBJECTIVES:**

Line 118 requests an explanation of reasons why network improvement targets were not achieved, if applicable, at the wire center level or census block, as appropriate. While the five-year plan filed in 2014 did not have half-year projections, the Company believes it is currently on track to meet the annual 2015 plan. Of course, circumstances for the remainder of 2015 can change where it is not able to meet its network improvement objectives primarily for the following reasons (not in any particular order):

- 1) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various federal, state, and local governmental agencies and those delays are totally outside the control of the Company.
- 2) **Weather Issues:** It is not possible to predict the impact of the weather on the installation of the capital expenditures included in the Company's five-year plan. For example, if the ground is frozen, the timing of installing facilities can be significantly delayed and those delays are totally outside the control of the Company.
- 3) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, currently the industry is experiencing a shortage of fiber optic cable where there is a significant lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 4) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors or had access to limited qualified contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them and because of its remote location. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.

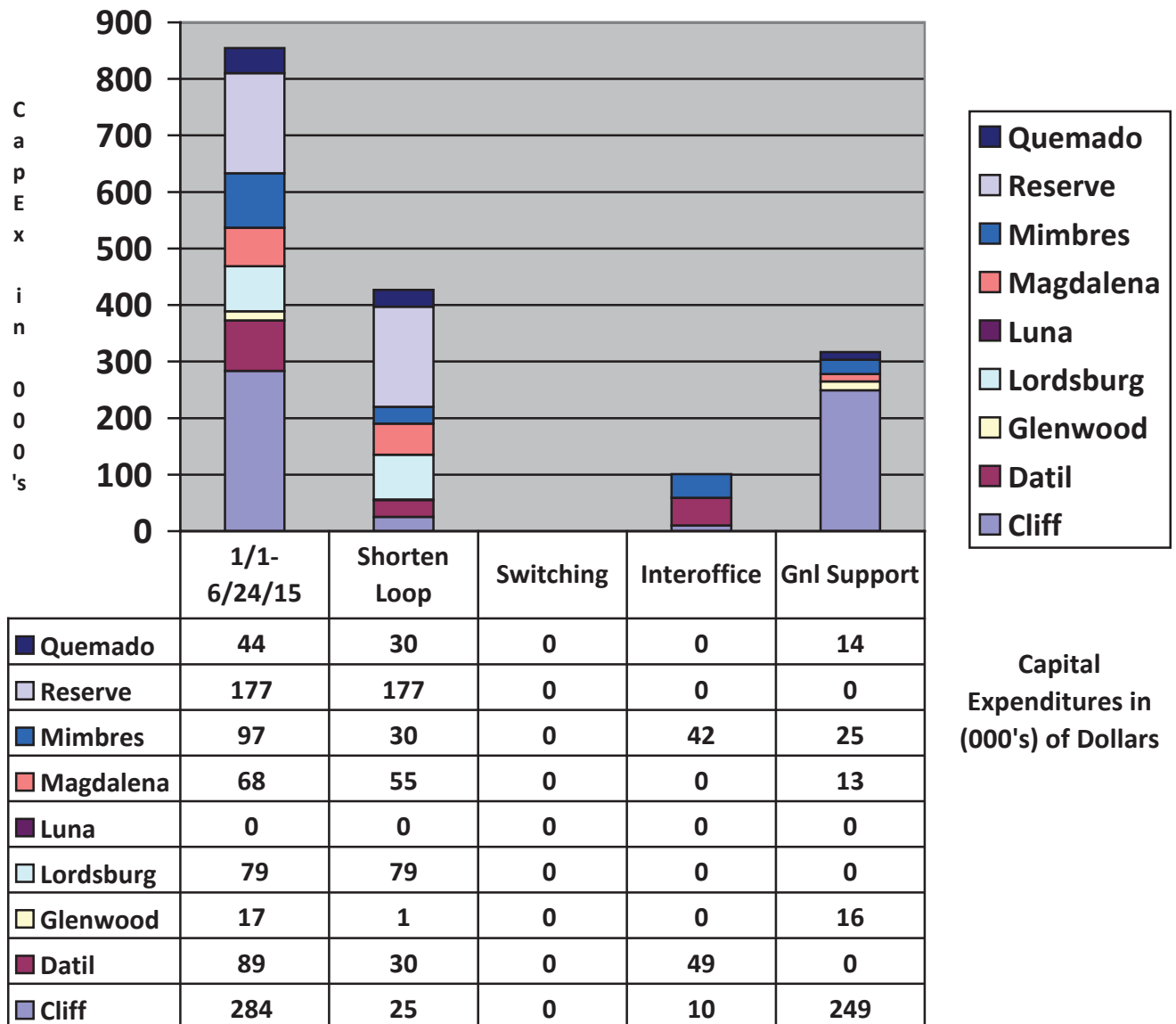
**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**PROGRESS REPORT ON THE FIVE-YEAR PLAN:**

As described in the five-year plan, the Company provides inter office service through the use of fiber optic cable, microwave and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers (“DLCs”)) in the field. Copper cable is still in use and most frequently, the last mile facilities are generally provided over copper. The Company has limited fiber-to-the-premise (“FTTP”) facilities. It is the company’s intention to continue to install fiber optic cable and electronics, wherever feasible. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

Each exchange in the company only has one wire center; therefore, the progress report on the five-year plan is presented at the exchange level (which is also the wire center level). Estimated regulated capital expenditures for the RLEC from January 1, 2015 through June 24, 2015, as projected as part of the total 2015 capital expenditures in the five-year plan filed in 2014, in each of the Company’s exchanges are estimated to be as follows:

**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**



**Western New Mexico Telephone Company, Inc.**  
**Line 112 – Five-Year Service Quality Improvement Plan (Cont'd)**

**COMMUNITY ANCHOR INSTITUTIONS:**

Line 3011 and 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.

**CONCLUSION:**

The Company is doing an excellent job progressing on the five-year service quality improvement plan filed in 2014 with the FCC with the Form 481. The Company is continuing to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

The maps attached to the end of this report provide a summary of the status of the projects performed from January 1, 2015 through June 24, 2015.

CLIFF

Mule Creek - 10 Miles of Fiber - Existing ADTRAN  
5000 30 existing DSL 40 total customers  
(ENGINEERING & PERMITTING PHASE)

BUCKHORN TO PA MT. MICROWAVE UPGRADE - ENG/PERMIT ONLY  
(ENGINEERING & PERMITTING PHASE)

Silver City to Tyrone Jct. (MIDDLE MILE) - 13 Miles of Fiber - ENG/PERMIT ONLY  
(ENGINEERING & PERMITTING PHASE)

2015 PROJECTS

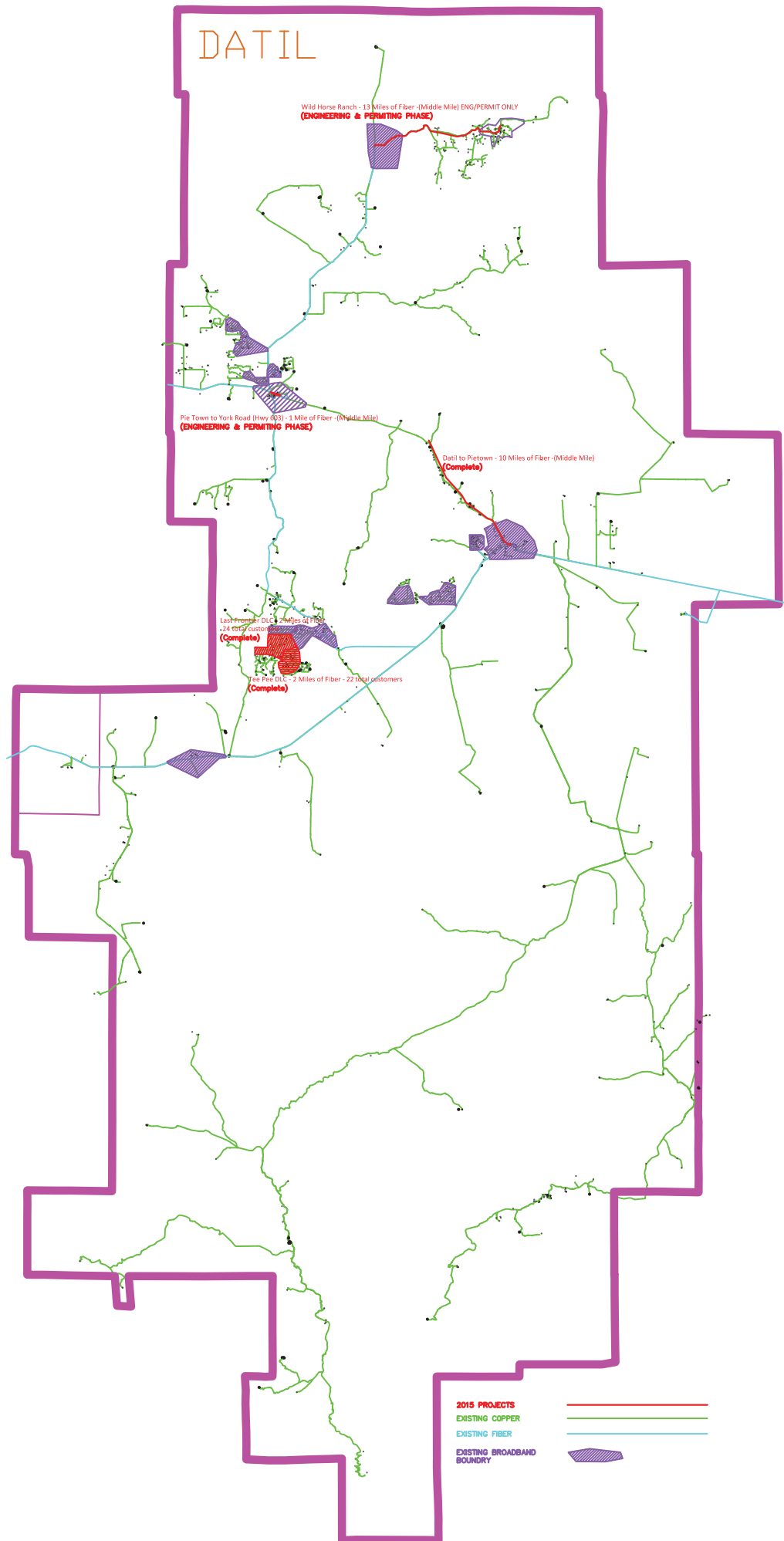
EXISTING COPPER

EXISTING FIBER

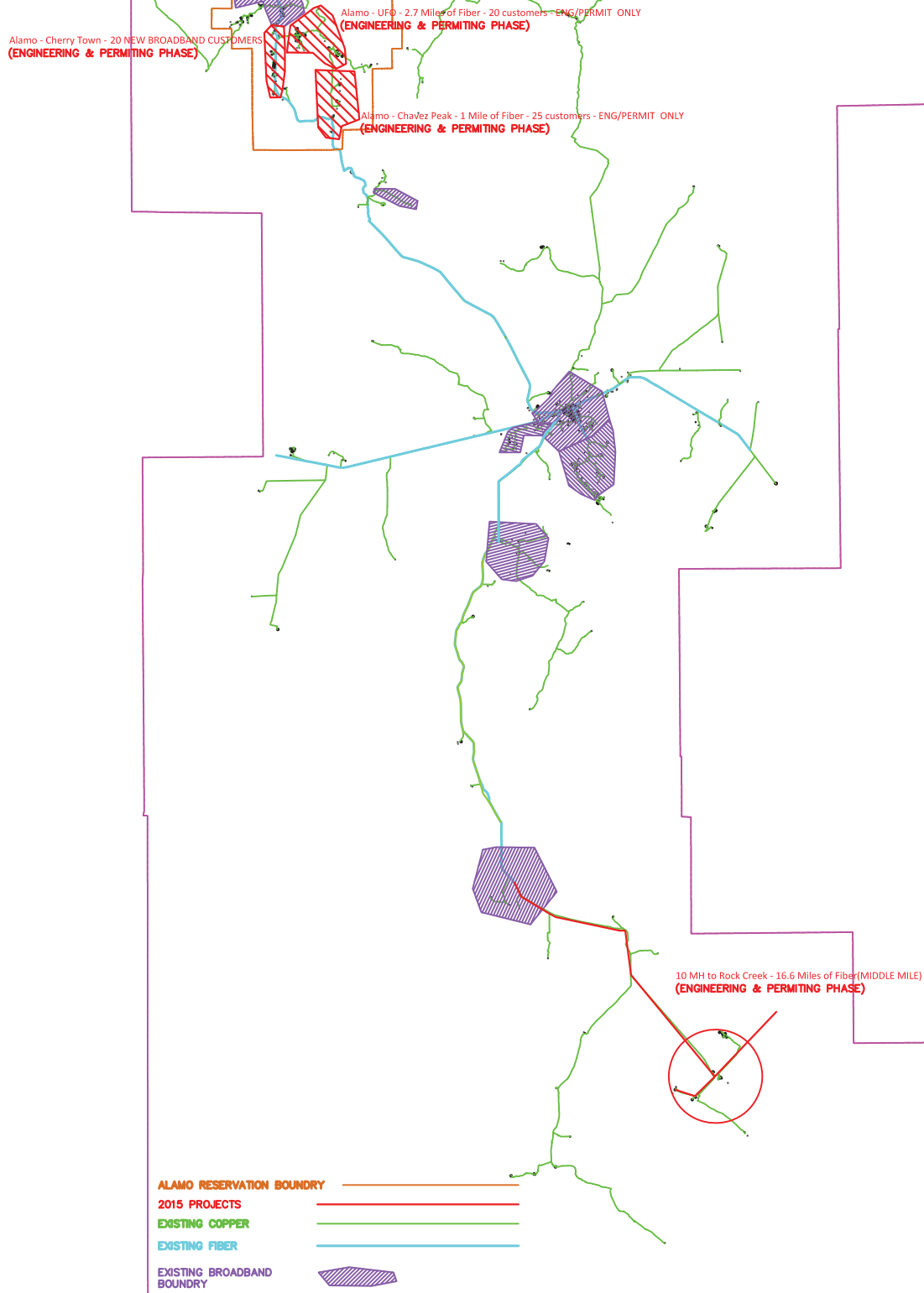
EXISTING BROADBAND  
BOUNDARY



# DATIL



# MAGDALENA



LORDSBURG

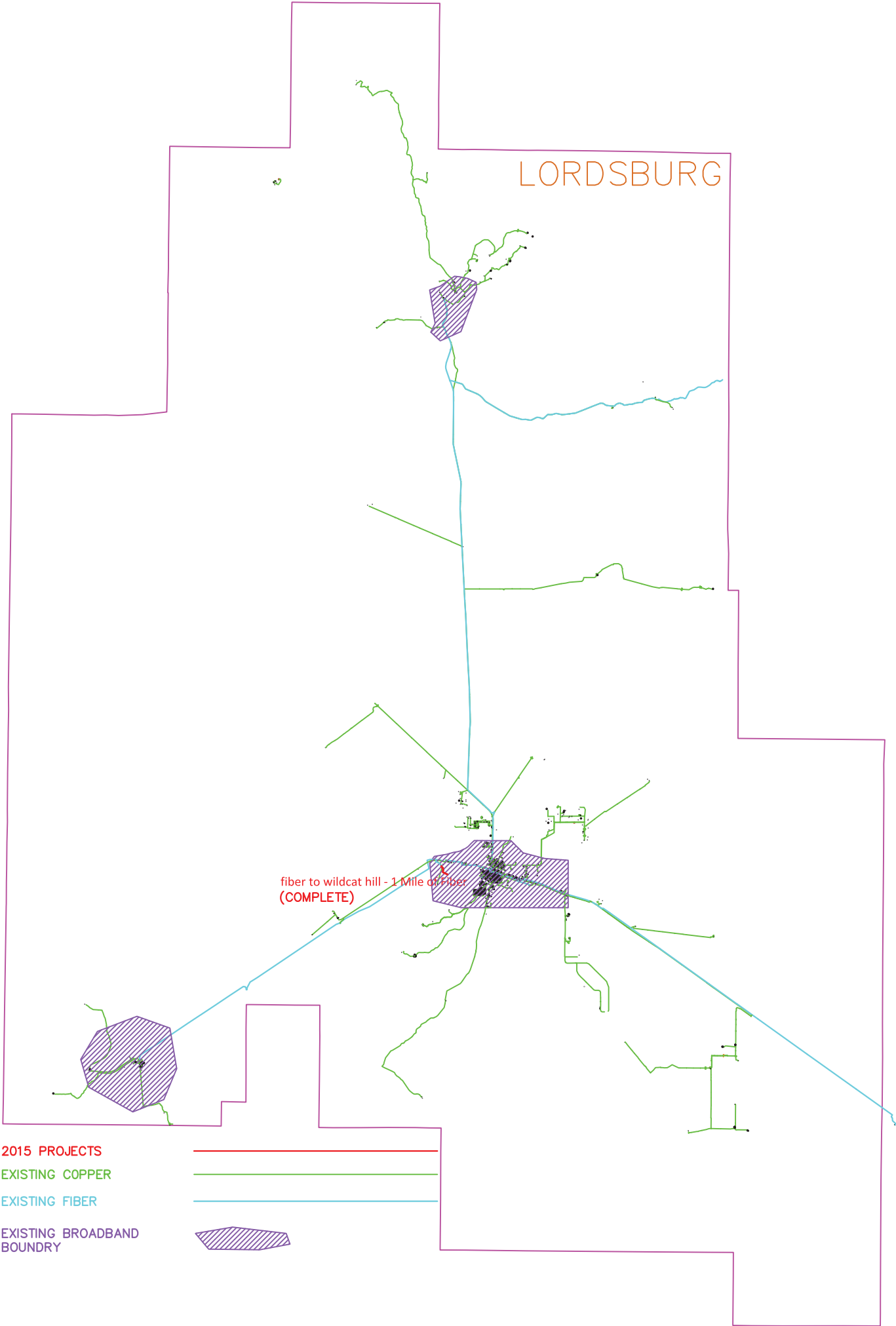
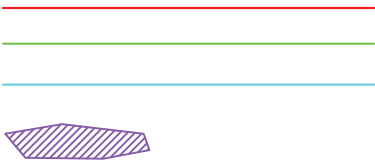
fiber to wildcat hill - 1 Mile of Fiber  
(COMPLETE)

2015 PROJECTS

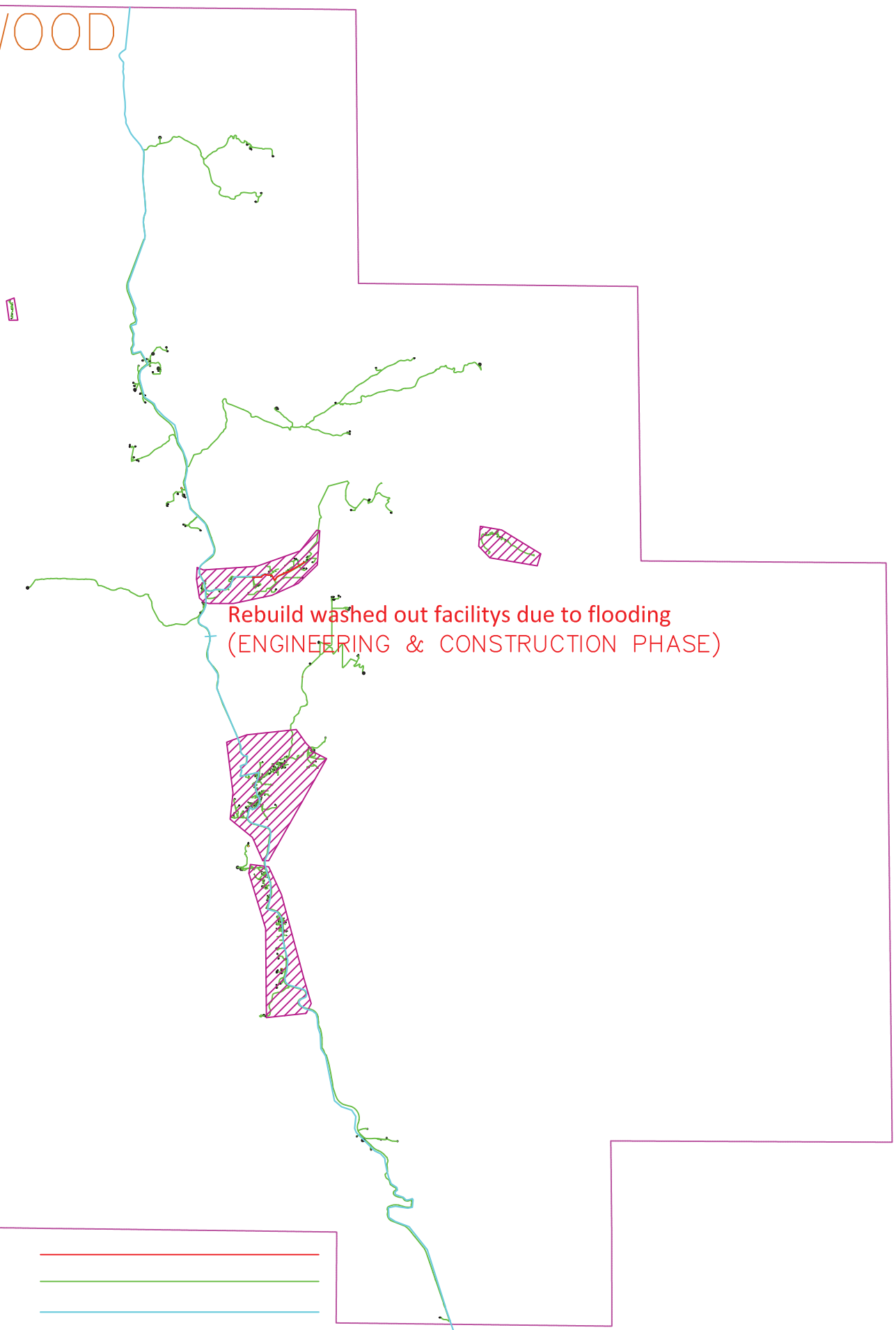
EXISTING COPPER

EXISTING FIBER

EXISTING BROADBAND  
BOUNDARY



# GLENWOOD

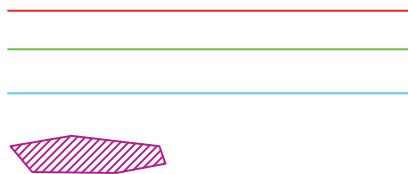


2015 PROJECTS

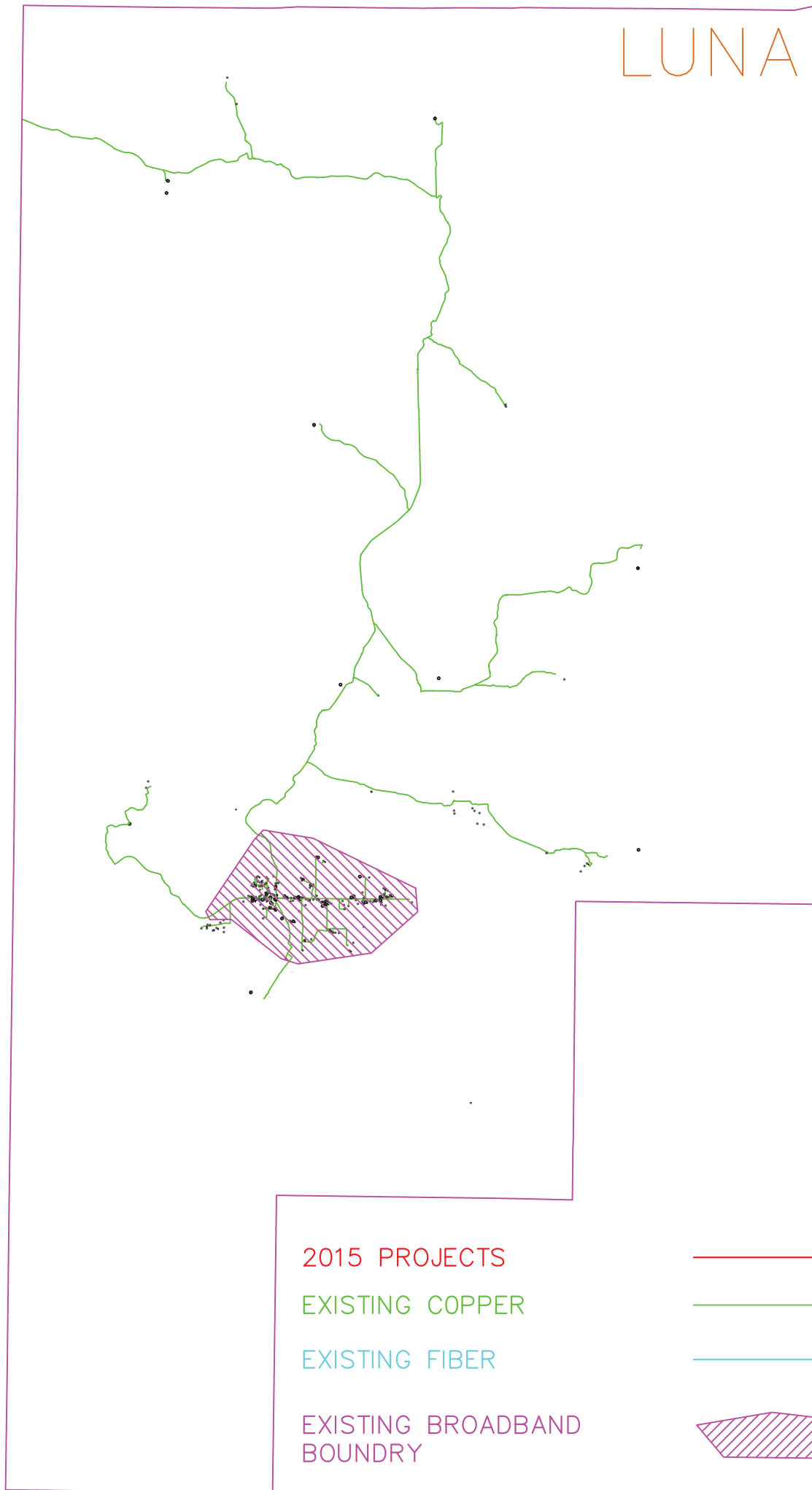
EXISTING COPPER

EXISTING FIBER

EXISTING BROADBAND  
BOUNDARY



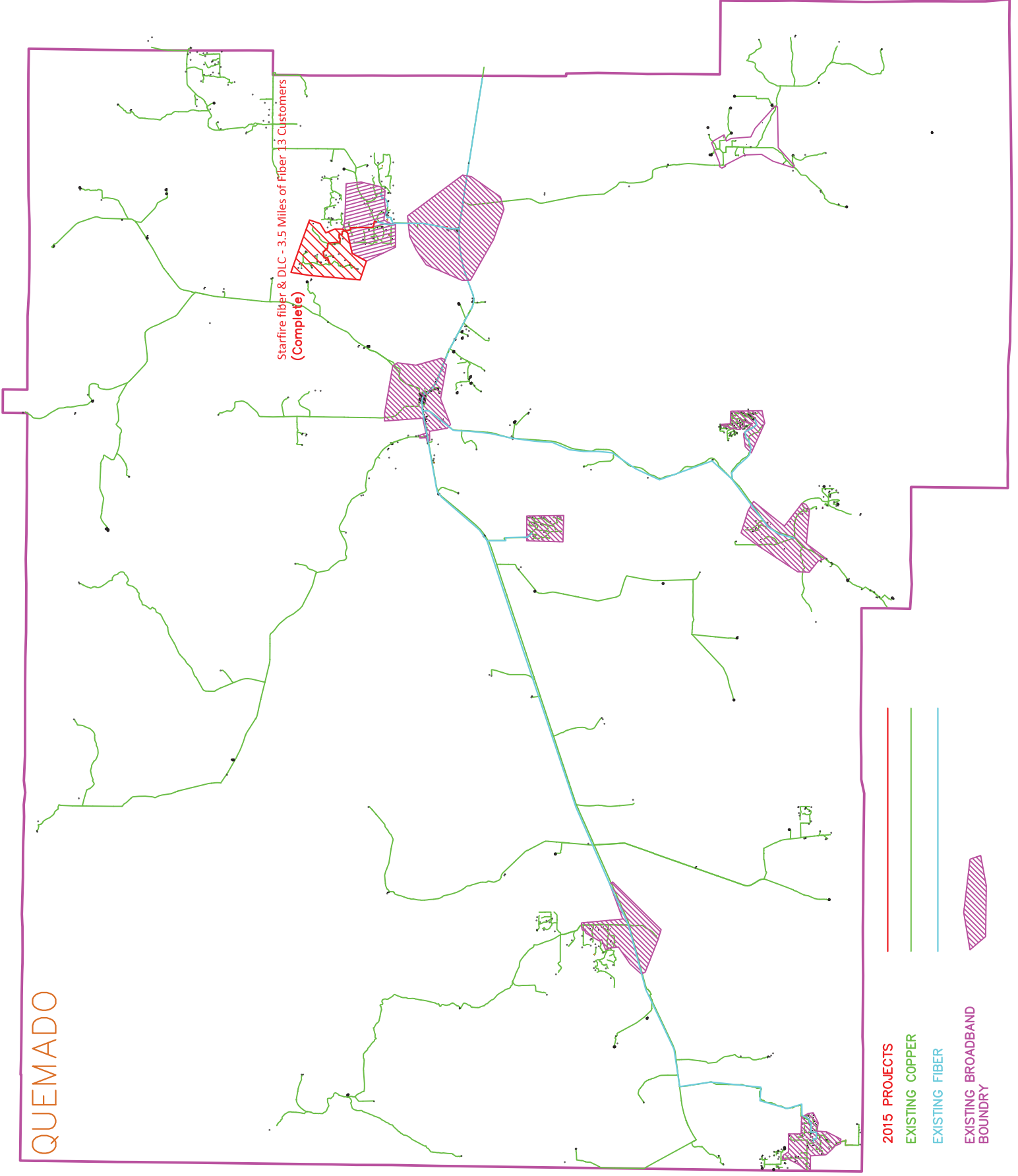
# LUNA



# QUEMADO

Starfire fiber & DLC - 3.5 Miles of Fiber 13 Customers  
(Complete)

- 2015 PROJECTS
- EXISTING COPPER
- EXISTING FIBER
- EXISTING BROADBAND BOUNDARY



# MIMBRES

Microwave radio upgrade Salt Creek to Gila Hot Springs  
(Complete)

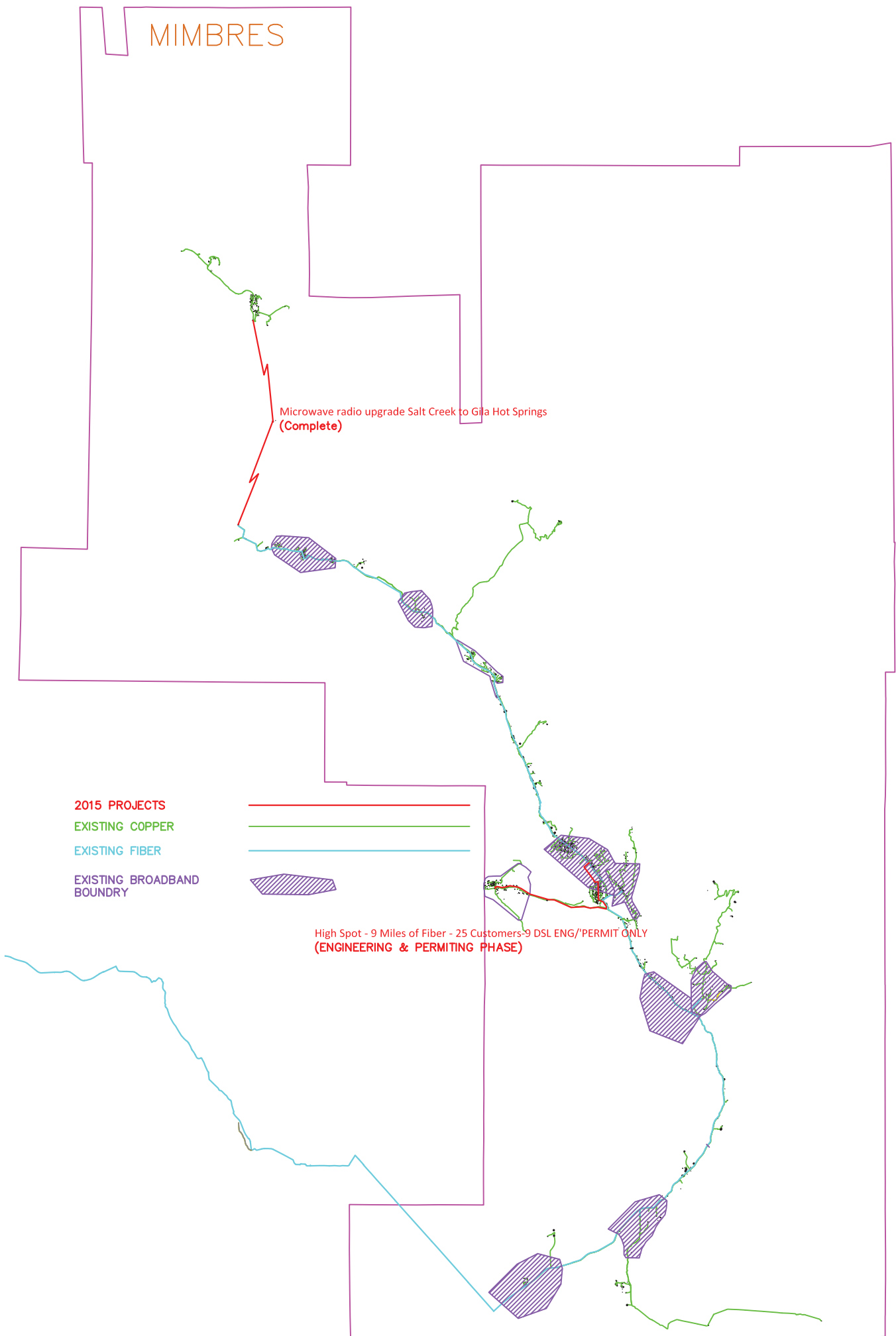
## 2015 PROJECTS

EXISTING COPPER

EXISTING FIBER

EXISTING BROADBAND  
BOUNDRY

High Spot - 9 Miles of Fiber - 25 Customers-9 DSL ENG/PERMIT ONLY  
(ENGINEERING & PERMITTING PHASE)



RESERVE

REROUTE 1 MILE OF FIBER FOR RHWA BRIDGE CONSTRUCTION  
(CONSTRUCTION PHASE)

Cruzeville - 0.67 Miles of Fiber - 20 existing DSL - 30 total (including existing)  
(ENGINEERING & PERMITING PHASE)

2015 PROJECTS  
EXISTING COPPER  
EXISTING FIBER  
EXISTING BROADBAND  
BOUNDRY



**Western New Mexico Telephone Company, Inc.**  
**Line 310 – Unfulfilled Voice Telephony Service Requests Resolution**

As required in 47 C.F.R. § 54.313(a)(3), the following provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2014 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

**UNFULFILLED SERVICE REQUESTS** – The Company had fifteen (15) unfulfilled voice service requests as of December 31, 2014 which generally fit into the following three categories:

- A. Two (2) unfulfilled requests were due to Aid to Construction fees based on the Company's tariff that were not paid by the customer.
- B. Seven (7) unfulfilled requests were due to customer premises not ready.
- C. Six (6) unfulfilled requests were due other customer reasons including no deposit, pending customer easement, and pending other customer action.

**GENERAL PROCESS:** The first step in the process of providing service is to have the Company's technical staff determine if current facilities exist to the customer location. Based on the analysis, once it is determined that facilities do not currently exist, a route feasibility analysis is prepared including an estimate of what facilities would be required and the cost to build to the customer. If the cost to build to the customer exceeds the amount defined in tariff an Aid to Construction quotation is prepared quantifying the amount to be paid by the customer, an Aid to Construction proposal document is prepared and submitted to the customer to determine if the Customer is willing to pay the portion of the costs, as defined by the tariff. Upon the customer's acceptance of the Aid to Construction Charges the company proceeds by finalizing engineering and applying all the appropriate permit(s), rights-of-way, etc. If the customer does not agree to the quoted Aid to Construction Charges, the customer is informed that the service cannot be installed at this time.

**DELAYS DUE TO PERMITS:** In some cases, service installations become delayed due to permit(s) that are required to install the new facilities. The Company works with a myriad of government agencies and cannot install new facilities absent the appropriate government permit(s). In those cases, the Company informs the customer that we are awaiting permit(s) and that the facilities will be installed once the appropriate permit(s) are obtained. In some cases, the governmental agencies have taken multiple years to approve permit(s).

It is important to note the Company's territory is extremely rural. In areas where the Company does not own facilities, it is not possible to lease facilities from other companies since there are no other service providers in those extremely remote areas.

**Western New Mexico Telephone Company, Inc.**  
**Line 330 – Unfulfilled Broadband Service Requests Resolution**

As required in 47 C.F.R. § 54.313(a)(3), the following provides the detailed description of how the Company attempted to provide service to potential customers whose initial requests for service were unfulfilled in 2014 in the service area in which the Company is designated as an ETC for facilities that the Company owns, operates, leases, or otherwise utilizes.

**UNFULFILLED BROADBAND SERVICE REQUESTS** – The Company had 115 unfulfilled broadband service requests as of December 31, 2014 which generally fit into the following categories:

- A. Ninety four (94) customer requested locations were beyond the reach limitations associated with copper loops and ADSL technologies.
- B. Five (5) customer requests are at locations beyond the distance limitations to provide customer requested download and upload bandwidths associated with ADSL technologies. These customers currently subscribe to bandwidths lower than requested download and upload data rates.
- C. Four (4) customer requests were unfilled due to company resource availability.
- D. Twelve (12) customer requests were at locations that are restricted to lower bandwidth availability resulting from outside plant infrastructure limitations.

**GENERAL PROCESS:** The first step in the process of providing service was to have the Company's technical staff determine if current facilities exist to the customer location that are capable of providing broadband service and what the maximum broadband speed that could be provided. The Company has extremely long loops in some of the most rural portions of our territory and broadband speed is extremely distance sensitive.

Based on the analysis, once it was determined that facilities do not currently exist or that the distance is too great to provide broadband, a route upgrade feasibility analysis is prepared including an estimate of what facilities would be needed and the cost to build to the customer.

**DELAYS DUE TO PERMITS:** In some cases, service installations become delayed due to permit(s) that are required to install the new facilities. The Company works with a myriad of government agencies and cannot install new facilities absent the appropriate government permit(s). In those cases, the Company informs the customer that we are awaiting permit(s) and that the facilities will be installed once the appropriate permit(s) are obtained. In some cases, the governmental agency has taken multiple years to approve permit(s).

Please note that since the Company's territory is extremely rural, in areas where the Company does not own facilities, it is not possible to lease facilities from other companies since there are no other service providers in those extremely remote areas.

**Western New Mexico Telephone Company, Inc.**

**Line 510 - Compliance with Service Quality Standards and Consumer Protection**

As required in 47 C.F.R. § 54.313(a)(5) for High-cost Recipients, the following is a detailed description of how the Company complies with Service Quality Standards and Consumer Protection Rules.

**SERVICE QUALITY STANDARDS:** While as an incumbent rural telecommunications carrier in the state of New Mexico, the Company is exempted from the State Commission's requirements for service quality shown on Exhibit A. The Company has established internal quality of service goals that are generally consistent with New Mexico Public Regulation Commission 17.11.22 used for telecommunications carriers. As such, the Company believes it is in compliance with industry service quality standards.

**CONSUMER PROTECTION RULES:**

The Company developed and implemented a Customer Proprietary Network Information ("CPNI") Compliance Manual and has appointed a CPNI Compliance Officer. Annually, the Company requires all employees to certify that they have reviewed and understand the CPNI Compliance Manual and that they understand that any violation of the Company's CPNI procedures may result in disciplinary action up to and including dismissal. The Company files an annual report with the Federal Communications Commission ("FCC") certifying compliance with the FCC's CPNI rules.

The Company also developed and implemented an Identity Theft Prevention Program Manual and has appointed a Red Flag Coordinator. Annually, the Company requires all employees certify that they have reviewed and understand the Identity Theft Prevention Program Manual. Further, employees must certify that they understand that any violation of the Company's identity theft prevention procedures may result in disciplinary action up to and including dismissal.

**TITLE 17            PUBLIC UTILITIES AND UTILITY SERVICES**  
**CHAPTER 11       TELECOMMUNICATIONS**  
**PART 22           QUALITY OF SERVICE**

**17.11.22.1           ISSUING AGENCY:** New Mexico Public Regulation Commission.  
 [17.11.22.1 NMAC - Rp, 17.11.22.1 NMAC, 2-1-06]

**17.11.22.2           SCOPE:** This rule applies to all local exchange carriers, except incumbent rural telecommunications carriers, authorized by the commission to provide retail telecommunications services in New Mexico, except that 17.11.22.18 NMAC applies to all carriers offering operator assistance in New Mexico.

**A.**            Where the commission has approved an alternative form of regulation plan for an ILEC, and a provision in the approved plan is inconsistent with a provision in this rule, the provision in the approved plan shall apply.

**B.**            Where the commission has approved an alternative form of regulation plan for an ILEC, and the approved plan is silent with respect to the subject matter of a provision in this rule, the provision in this rule shall apply.

[17.11.22.2 NMAC - Rp, 17.11.22.2 NMAC, 2-1-06]

**17.11.22.3           STATUTORY AUTHORITY:** NMSA 1978 Sections 8-8-4, 8-8-15, 63-9A-8.2, 63-9B-4, and 63-9B-6.

[17.11.22.3 NMAC - Rp, 17.11.22.3 NMAC, 2-1-06]

**17.11.22.4           DURATION:** Permanent.

[17.11.22.4 NMAC - Rp, 17.11.22.4 NMAC, 2-1-06]

**17.11.22.5           EFFECTIVE DATE:** February 1, 2006, unless a later date is cited at the end of a section.

[17.11.22.5 NMAC - Rp, 17.11.22.5 NMAC, 2-1-06]

**17.11.22.6           OBJECTIVE:** The purpose of this rule is to establish standards, procedures, reporting requirements, penalties, and customer credits to ensure that carriers provide telecommunications services to retail customers at an adequate quality of service level and in a manner consistent with the promotion of universal service.

[17.11.22.6 NMAC - Rp, 17.11.22.6 NMAC, 2-1-06]

**17.11.22.7           DEFINITIONS:** As used in this rule:

**A.            access line** means a dial tone line that provides local exchange service from a carrier's switching equipment to a point of termination at the customer's network interface;

**B.            answer** means a company representative is ready to assist the customer or is ready to accept information necessary to process the call;

**C.            basic local exchange service** means the customer's voice grade access to the public switched network, dual tone multifrequency (DTMF) signaling or its functional equivalent, and access to emergency services (911 and E-911), operator services, toll services, directory assistance, and toll blocking services for qualifying low income customers;

**D.            busy hour** means the uninterrupted period of sixty (60) minutes during the day when traffic is at a maximum;

**E.            carrier** means any person that furnishes telecommunications service to the public subject to the jurisdiction of the commission, regardless of the facilities used and regardless of whether the person relies in part or entirely on another carrier's facilities;

**F.            circumstances beyond the reasonable control of an ILEC** means delays caused by:

**(1)** a vendor in the delivery of necessary equipment or supplies, where the ILEC has made a timely order of the equipment or supplies;

(2) local or tribal government entities in approving easements or access to rights-of-way, where the ILEC has made a timely application for such approval;

(3) the customer;

(4) negligent or willful misconduct by third parties not in privity with the ILEC; or

(5) force majeure (meaning causes which are outside the control of the ILEC and could not be avoided by the exercise of due care, including but not limited to terrorism, explosions, fires, floods, severe storms, epidemics, civil unrest, wars, injunctions, strikes, work stoppages, and other emergencies and catastrophes);

**G. competitive local exchange carrier (CLEC)** means a carrier that provides competitive local exchange service in its service area and is not an ILEC;

**H. customer** means any person that has applied for or is currently receiving telecommunications services;

**I. designed services** means the provisioning of regulated circuits requiring treatment, equipment, or engineering design purchased from an ILEC's tariff or on an individual contract basis, including but not limited to analog private line services, DDS, DS-1 (including channelized), DS-3, ISDN-BRI, and special assemblies, where all facilities and equipment provided are physically located in the state of New Mexico;

**J. discretionary services** means voice mail, caller ID, caller name ID, call waiting, 3-way calling, call forwarding, call return, call blocker, and auto redial, and any similar service sold as an add-on to a customer's basic local exchange service;

**K. end office switch** means a switch to which a telephone subscriber is connected; frequently referred to as a class 5 office, it is the last central office before the subscribers (sic) phone equipment and is the switch that actually delivers dial tone to the subscriber;

**L. facilities-based CLEC** means a CLEC providing local exchange service that relies predominantly on its own facilities, including switching equipment, to route calls for at least twenty-five (25) percent of the local exchange access lines it serves;

**M. held order** means any order for telecommunications service that is not filled within the time frames set forth in 17.11.22.14 NMAC or within fifteen (15) calendar days of the time frames set forth in 17.11.22.12;

**N. high density zone** means all wire centers that the ILEC has classified within its lowest cost density pricing zone pursuant to 47 C.F.R. Section 69.123;

**O. incumbent local exchange carrier (ILEC)** means a person, or an affiliate of a person, that was authorized to provide local exchange service in New Mexico on February 8, 1996, or a successor or assignee of the person or affiliate; a carrier will also be treated as an ILEC if the federal communications commission determines that such provider (or class or category of carrier) shall be treated as an ILEC pursuant to 47 U.S.C; Section 251(h)(2) but does not include an incumbent rural telecommunications carrier;

**P. incumbent rural telecommunication carrier (IRTC)** has the meaning given in NMSA 1978 Section 63-9H-3;

**Q. installation commitment** means a date pledged by a LEC to provide basic local exchange service or designed services to a customer;

**R. local exchange carrier (LEC)** includes incumbent local exchange carriers and competitive local exchange carriers;

**S. low density zone** means all wire centers that the ILEC has classified within any zone other than the lowest cost density pricing zone pursuant to 47 C.F.R. Section 69.123;

**T. primary local exchange line** means the first exchange access line installed by a LEC to serve a customer at the customer's premises, as distinct from additional lines that may be ordered at the same or a subsequent time at the same premises;

**U. repeat trouble report** means a trouble report received within thirty (30) days of a closed trouble report on the same line regarding the same trouble;

**V. tandem switch** (local, access, or toll) means an intermediary switch or connection other than the end office switch between an originating call location and the final destination of a call; it serves to connect end office switches without the need for direct interoffice trunking;

**W. trouble report** means notification of trouble or perceived trouble by a subscriber, third party, or employee acting on behalf of a subscriber to a LEC's repair office; it shall include troubles reported on access lines by the LEC's own retail customers and the retail customers of LECs that purchase wholesale

services from the LEC but shall not include troubles associated with customers' unfamiliarity with new features or customer premises equipment, or extraordinary or abnormal conditions of operation;

**X. wire center** means a facility where local exchange access lines converge and are connected to a switching device which provides access to the public switched network, and includes remote switching units and host switching units.

[17.11.22.7 NMAC - Rp, 17.11.22.7 NMAC, 2-1-06]

**17.11.22.8 REPORTING REQUIREMENTS FOR ILECS:** Unless otherwise specified, an ILEC shall provide data both by wire center listed alphabetically by name, and on a statewide average basis. An ILEC shall submit all reports to the commission in printed and electronic spreadsheet format. An ILEC shall file separate reports for nondesigned and designed services for the categories specified in subsections A through F. An ILEC shall file reports quarterly, except for held order reports, which shall be filed monthly, but shall compile data on a monthly basis. Reports shall be filed with the commission within thirty (30) days of the period covered by the report.

**A. Trouble reports.** An ILEC shall maintain an accurate and complete record of all trouble reports, categorized as out-of-service trouble reports or all other trouble reports, and shall note the wire center associated with each trouble report. Trouble reports received after 4:00 p.m. Monday through Friday shall be deemed received at 8:00 a.m. the following business day. Each ILEC shall report the number of trouble reports in each category received at each wire center and the number of access lines in service at each wire center.

**B. Trouble report rate.** An ILEC shall report the trouble report rate for out-of-service and all other trouble reports for each wire center (number of trouble reports per hundred access lines per wire center) and, where applicable, the reason a wire center exceeded the trouble report rate.

**C. Trouble reports cleared.** An ILEC shall report the percentage of out-of-service and all other trouble reports cleared by each wire center within twenty-four (24) hours, and the average repair interval for out-of-service trouble reports.

**D. Repeat trouble report rate.** An ILEC shall report the repeat trouble report rate for out-of-service and all other trouble reports for each wire center (number of repeat trouble reports per hundred access lines per wire center) and, where applicable, the reason a wire center exceeded the applicable repeat trouble report rate.

**E. Installation of primary local exchange lines within established time frames.** An ILEC shall calculate and report by wire center the percentage of orders for primary local exchange lines installed within the time frames established in 17.11.22.12 NMAC, excluding installations not completed due to circumstances beyond the reasonable control of the ILEC or for which a waiver or variance has been granted.

**F. Average repair interval.** An ILEC shall report, by wire center, the average interval for repairing service.

**G. Held orders.**

**(1) Non-designed services.** An ILEC shall report, by wire center and on a statewide average basis, the number of held orders for non-designed services in each of the following categories, and shall, upon request of the commission, provide an explanation for the level of held orders in any particular category. For primary local exchange lines, an ILEC shall also report the number of held orders as a percentage of the total switched access lines in service each month:

- (a) total;
- (b) business customers;
- (c) residence customers;
- (d) primary local exchange lines;
- (e) additional lines;
- (f) orders held for 15-30 days;
- (g) orders held 31-90 days;
- (h) orders held 91-180 days;
- (i) orders held over 180 days;
- (j) orders for which waiver petitions are pending or have been granted; and
- (k) orders cancelled by the customer.

**(2) Designed services.** An ILEC shall report the number of held orders for designed services in each of the following categories and shall, upon request of the commission, provide an explanation for the level of held orders in any particular category:

- (a) wire center;
- (b) orders held for 15-30 days;
- (c) orders held for 31-90 days;
- (d) orders held for 91-180 days;
- (e) orders held for over 180 days;
- (f) orders for which waiver petitions are pending or have been granted; and
- (g) orders cancelled by the customer.

**H. Business office and repair office answer time.** An ILEC shall report separately for its business office and its repair office the percentage of calls answered within the time frames specified in 17.11.22.20 NMAC.

**I. Carrier profile.** No later than March 1 of each year, ILECs shall also report the following information to the commission, based on its operations as of December 31 of the previous year:

- (1) total number of switched access lines in service;
- (2) total number of residence switched access lines in service;
- (3) total number of business switched access lines in service; and
- (4) total number of orders received.

[17.11.22.8 NMAC - Rp, 17.11.22.8 NMAC, 2-1-06]

#### **17.11.22.9 OUTAGES:**

**A.** A LEC shall report outages affecting more than one thousand five hundred (1500) customers and lasting longer than thirty (30) minutes to the consumer relations division of the commission by telephone, facsimile, e-mail, or in person within ninety (90) minutes of the onset of the outage, or, for outages not occurring during business hours, at the start of the next business day.

**B.** A LEC shall submit a subsequent written report stating the location, duration, number of customers affected, cause and corrective action taken. Both the initial and subsequent outage reports shall state whether 911 circuits were affected.

**C.** A LEC shall file on a quarterly basis a record of each outage in the preceding three (3) months for which the LEC was unable to provide emergency service and an explanation of why emergency service was unavailable.

[17.11.22.9 NMAC - Rp, 17.11.22.9 NMAC, 2-1-06]

#### **17.11.22.10 PROVISION OF SERVICE DURING MAINTENANCE OR EMERGENCIES:**

**A. Emergency procedures.** Each ILEC and facilities-based CLEC shall establish, and instruct its employees regarding, procedures for preventing or mitigating interruption to or impairment of telecommunications service in emergencies resulting from power failures, sudden and prolonged increases in traffic, illness of operators, or force majeure. ILECs and facilities-based CLECs shall file written plans detailing their emergency procedures with the telecommunications bureau of the commission no later than sixty (60) days after certification by the commission. Any changes to the plan shall be filed with the telecommunications bureau of the commission within thirty (30) days of the change.

**B. Reserve power requirements.** ILECs and facilities-based CLECs shall maintain in each local wire center, toll switching office, and tandem switching office a minimum of four (4) hours of battery reserve rated for peak traffic load requirements and shall:

- (1) install a permanent auxiliary power unit in toll and tandem switching offices and in wire centers serving 10,000 or more access lines;
- (2) have available a mobile power unit which normally can be delivered and connected within four (4) hours or the time limit of the available battery reserve for wire centers serving fewer than 10,000 lines.

**C. Maintenance scheduling.** ILECs and facilities-based CLECs shall schedule maintenance requiring extended service interruptions when it will cause minimal inconvenience to customers. To the extent possible, ILECs and facilities-based CLECs shall notify customers in advance of extended service interruptions. Based upon their prior experience, ILECs and facilities-based CLECs shall make emergency

service available in any area that may experience service interruptions affecting 1,000 or more access lines and lasting more than four (4) hours between the hours of 8:00 a.m. to 10:00 p.m. If an ILEC or facilities-based CLEC cannot provide emergency service, it shall file a report of the service interruption with the telecommunications bureau of the commission.

**D. Loss of switch plan.** Each ILEC and facilities-based CLEC shall develop a contingency plan to prevent or minimize service interruptions due to the loss of a wire center switch that serves more than 10,000 access lines or is the toll or tandem switching office for 10,000 access lines. The plan shall describe the actions and systems installed to prevent or minimize the probability of such an occurrence as well as the actions and systems available to minimize the extent of any incurred service interruption. ILECs and facilities-based CLECs shall file the plans with the telecommunications bureau of the commission no later than sixty (60) days after certification by the commission. Any changes to the plan shall be filed with the telecommunications bureau within thirty (30) days of the change.

[17.11.22.10 NMAC - Rp, 17.11.22.10 NMAC, 2-1-06]

**17.11.22.11 ACCESS TO AND AUDIT OF DATA:** Unless otherwise authorized by the commission, a LEC shall make all records required by this rule available to the commission, staff, or its authorized representatives at any time upon reasonable notice. A LEC shall make customer proprietary network information available to the commission to the extent allowed by law. A LEC shall retain records of reports, measurements, summaries, and backup information for at least two (2) years. The commission or staff may periodically audit a LEC's quality of service data.

[17.11.22.11 NMAC - Rp, 17.11.22.11 NMAC, 2-1-06]

**17.11.22.12 INSTALLATION OF BASIC LOCAL EXCHANGE SERVICE:**

**A. Order tracking.** At the time of each service order, a LEC shall provide to each applicant for basic local exchange service a unique indicator that will permit an applicant to track and verify the order.

**B. Premises within 1000 feet of distribution terminal.**

**(1)** Whenever an ILEC receives an application for installation of a primary local exchange line for a premises that is within 1000 feet of a distribution terminal, the ILEC shall provision service within five (5) business days of receipt of the service request, or by such later date as the customer may request.

**(2)** When an ILEC cannot fill an order for a primary local exchange line within ten (10) business days of receipt of the order, it shall provide written notice to the customer noting the date of the service order and stating the expected installation date and the reason for the delay. This notice must be postmarked within ten (10) business days of the date the service order is received by the ILEC. The ILEC shall promptly notify the customer of any changes in the expected installation date.

**C. Premises 1000 feet or more from distribution terminal.** Whenever an ILEC receives an application for installation of a primary local exchange line for a premises that is 1000 feet or more from a distribution terminal, the ILEC shall provision service within thirty (30) business days of receipt of the service request, or by such later date as the customer may request, unless installation cannot be completed due to circumstances beyond the reasonable control of the ILEC.

**D. Line extension policy.** Each ILEC shall file its line extension policy for commission review and approval by March 1, 2001 and shall file any subsequent material changes to the policy for commission review and approval in accordance with commission procedures for tariff changes.

[17.11.22.12 NMAC - Rp, 17.11.22.12 NMAC, 2-1-06]

**17.11.22.13 ALTERNATIVE SERVICE:** An ILEC shall provide alternative service to a customer whose order is held, unless the customer was the cause of the delay.

**A.** Where wireless phone service or equivalent service is available, an ILEC shall offer to pay for the customer to receive such service.

**(1)** The ILEC shall cover all nonrecurring charges, including charges for the wireless handset, all monthly recurring charges, and unlimited local calling until the ILEC completes the service request. The ILEC may supply the customer with a wireless handset and a prearranged service plan or a voucher to obtain the same from a third party.

**(2)** The customer shall be responsible for paying roaming and long distance charges.

**B.** Where wireless phone service or equivalent service is not available, the ILEC shall offer the customer free of charge a telephone number, a listing, and the customer's choice of either:

(1) free remote call forwarding of that number until service is provided; or

(2) a free voice mailbox to which the customer's calls may be directed until service is provided.

[17.11.22.13 NMAC - Rp, 17.11.22.13 NMAC, 2-1-06]

**17.11.22.14 INSTALLATION OF DESIGNED SERVICES:**

**A. Confirmation of service order.** Within three (3) business days of receipt of a customer's order for designed services, an ILEC shall notify the customer of the proposed installation date and the customer's remedies for the ILEC's failure to meet the proposed installation date.

**B. Held order standard.** An ILEC shall complete eighty-five (85) percent of installations for designed services in accordance with the installation intervals set forth in subsections C and D of this section.

**C. Installation interval – facilities available.** Where facilities exist, the installation interval shall be ten (10) business days.

**D. Installation interval – new facilities required.** Where new facilities are needed to provide designed service, the ILEC shall install the service within forty-five (45) calendar days, unless the customer requests a later date. If the order is not completed within forty-five (45) calendar days or the later date requested by the customer, the customer shall receive a credit of the nonrecurring charge except when the ILEC can establish that delay was caused by circumstances beyond its reasonable control.

(1) When the delay is caused by circumstances beyond the ILEC's reasonable control and the commission has granted a waiver of the held order standard pursuant to 17.11.22.25 NMAC, the period of delay shall be added to the time period allowed for installation of the service.

(2) An ILEC shall report any case in which it claims the delay is caused by circumstances beyond the reasonable control of the ILEC to the affected customer who shall have the right to challenge the exception.

**E. Credits for failure to comply with installation interval.** The following credits shall apply when an ILEC fails to meet designed services installation intervals during the preceding calendar year.

% installed within installation interval	Amount per day late to be credited to customer for failure to meet held order standard
85% to 100%	no credit applies
75% to 84%	\$ 200
65% to 74%	\$ 500
55% to 64%	\$1,000
45% to 54%	\$1,500
35% to 44%	\$3,000
0 to 34%	\$5,000

**F. Calculation and payment of credits.** By February 1 of each year, beginning in 2002, the ILEC shall submit a report showing its calculation of the credits specified in subsection E of this section, and shall, no later than March 15 of that year, apply the appropriate credit to the bill of each customer who experienced a held order during the prior calendar year. If the customer is no longer a customer of record as of the date the credit is issued, the ILEC shall mail payment to the former customer.

[17.11.22.14 NMAC - Rp, 17.11.22.14 NMAC, 2-1-06]

**17.11.22.15 OUT-OF-SERVICE CREDITS FOR DESIGNED SERVICES:**

**A.** When service is out for the designated time period, then unless the customer caused the out-of-service condition, an ILEC shall credit the stated amount to the customer's account, unless otherwise determined by customer contract.

Period out of service, in clock hours, whether continuous or	Credit for DS-1 services	Credit for DS-3 services	Credit for ISDN-BRI
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discontinuous			services
Less than 4 hours in a 12 hour period	no credit	no credit	no credit
4 to 8 hours in a 24 hour period	\$120	\$1000	no credit
8 to 16 hours in a 36 hour period	\$210	\$2100	no credit
16 to 24 hours in a 48 hour period	\$240	\$2400	no credit
24 to 48 hours in a 60 hour period	\$300	\$3000	\$10 per day
More than 48 hours in a 72 hour period	The greater of \$420 or 100% of the total monthly recurring charge	The greater of \$4000 or 100% of the total monthly recurring charge	\$10 per day

**B.** Whenever an ILEC fails to repair an out-of-service condition for DS-1 or DS-3 service within twenty-four (24) clock hours of notification, it shall credit the pro rata cost of the circuit and trunks to the customer's account.

[17.11.22.15 NMAC - Rp, 17.11.22.15 NMAC, 2-1-06]

**17.11.22.16 DIRECTORY ASSISTANCE AND INTERCEPT:**

**A.** An ILEC shall list basic local exchange service customers (except those customers requesting otherwise) in the directory assistance database within twenty-four (24) hours of service connection, except during times of regular maintenance, in which case the listing shall occur within forty-eight (48) hours of service connection.

**B.** If an ILEC makes an error in the listed number or name of any customer, then until a new directory is published, the ILEC shall make, at no charge to the customer, whatever special arrangements are necessary and reasonable to ensure that calling parties are able to reach the customer whose listed number or name is in error.

**C.** If an ILEC makes an error in the number, name or address of any listing of any customer, the ILEC shall place the customer's correct name, address and telephone number in the files of the directory assistance and intercept operators within seventy-two (72) hours of confirmation of the error.

**D.** When a customer's telephone number is changed at the request of the customer after a directory is published, the LEC shall provide intercept service for all calls to the former number for the lesser of sixty (60) days or until a new directory is issued. If the change is made at the initiative of the LEC, the LEC shall provide intercept service for the former number at no charge to the customer for the greater of sixty (60) days or the remaining life of the current directory. The LEC shall provide the correct number to its information operator within twenty-four (24) hours of the number change (except during times of regular maintenance, in which the case the listing shall occur within forty-eight (48) hours of service connection) or send it to the carrier providing information operator service within twenty-four (24) hours if the local exchange carrier does not provide its own service. The LEC's intercept recording shall state how the caller can obtain the new number.

[17.11.22.16 NMAC - Rp, 17.11.22.16 NMAC, 2-1-06]

**17.11.22.17 NETWORK CALL COMPLETION REQUIREMENTS FOR DIRECT DIALED CALLS:**

**A.** An ILEC shall maintain sufficient wire center and interoffice channel capacity and any other necessary facilities to meet the following minimum requirements during any normal busy hour:

(1) dial tone within three (3) seconds for ninety-eight (98) percent of call attempts on the switched network;

(2) correct termination of ninety-eight (98) percent of properly dialed intraoffice or interoffice calls within an extended service area; and

(3) correct termination of ninety-eight (98) percent of properly dialed intraLATA calls when the call is routed entirely over the network of the ILEC.

**B.** Unless otherwise authorized by the commission, a carrier providing toll service shall maintain sufficient switching and network channel capacity and any other necessary facilities so that ninety-eight (98) percent of properly dialed intrastate toll calls are correctly terminated.

**C.** An ILEC shall terminate a properly dialed call in one of the following ways:

**(1)** the calling party shall receive an indication of ringing and a ringing signal shall be delivered to the station location of the called party; if the called party answers, a connection shall be established between the calling and called parties;

**(2)** if the called number is busy, the calling party shall receive a busy signal, unless the called party has subscribed to a voice messaging, call forwarding, or call waiting service;

**(3)** if the ILEC cannot establish a connection between the calling and called parties, the calling party shall receive an announcement or an appropriate overflow signal that is different than a called party busy signal; a call terminated in this way shall not be considered correctly terminated for purposes of calculating the percentage of correctly terminated calls required by subsections A and B of this section;

**(4)** if a call is made to a non-working code or inoperative customer number, it shall be directed to the ILEC's intercept service.

[17.11.22.17 NMAC - Rp, 17.11.22.17 NMAC, 2-1-06]

**17.11.22.18 NETWORK CALL COMPLETION REQUIREMENTS FOR OPERATOR ASSISTED CALLS:** A carrier offering operator assistance to the public shall answer eighty-five (85) percent of directory, intercept, toll and local assistance calls within ten (10) seconds. The following are not answers:

**A.** an acknowledgement that the customer is waiting on the line;

**B.** a dropped call;

**C.** directing the call to a company representative or mechanized system incapable of providing assistance to the customer; or

**D.** directing the call to a system that will only take a message from the customer.

[17.11.22.18 NMAC - Rp, 17.11.22.18 NMAC, 2-1-06]

**17.11.22.19 QUALITY OF SERVICE STANDARDS FOR NON-DESIGNED SERVICES:**

**A. Installation of primary local exchange lines.** An ILEC shall complete at least ninety-six (96) percent of all requests for installation of primary local exchange lines within the time frames established 17.11.22.12 NMAC.

**B. Held orders for primary local exchange lines.** An ILEC's annual held order rate for primary local exchange lines shall not exceed 0.035 percent. The annual held order rate shall be the average of the monthly held order rates. The monthly held order rate shall be calculated as the number of an ILEC's held orders for primary local exchange lines as of the last day of the month, excluding orders for which waivers have been granted, expressed as a percentage of the total number of the ILEC's switched access lines in service at the end of that month.

**C. Trouble reports.**

**(1)** An ILEC's trouble report rate shall not exceed five (5) trouble reports per month per 100 access lines in service per wire center.

**(2)** An ILEC's repeat trouble report rate shall not exceed 18% of total monthly trouble reports, on a wire center basis.

**D. Out-of-service clearances.**

**(1)** An ILEC shall clear eighty-five (85) percent of out-of-service trouble reports in each month within twenty-four (24) hours, on a wire center basis.

**(2)** The monthly average repair interval in a wire center shall not exceed twenty (20) hours.

[17.11.22.19 NMAC - Rp, 17.11.22.19 NMAC, 2-1-06]

**17.11.22.20 TIMELY RESPONSE BY CUSTOMER SERVICE REPRESENTATIVES:**

**A. Standards.** An ILEC's business and repair offices shall answer calls within an average of thirty-five (35) seconds. If a carrier uses an automated response system, the system shall transfer calls to a customer service representative within an average of thirty-five (35) seconds of the customer's selection or within forty (40) seconds if the customer does not make a selection. An ILEC shall ensure that no more than

one (1) percent of calls to its business offices reach a busy signal and that no more than one (1) percent of calls to its repair offices reach a busy signal.

**B. Reports.** An ILEC shall file an exception report within thirty (30) calendar days of the end of any month in which it failed to meet any of the standards set forth in Subsection A of this section. The report shall identify each offending business office and repair office, the percent of calls answered, the percent of calls reaching a busy signal, the reason for failure to meet the respective standard, the remedial action taken by the ILEC, and any known results of that remedial action.

[17.11.22.20 NMAC - Rp, 17.11.22.20 NMAC, 2-1-06]

**17.11.22.21 AGGREGATE CUSTOMER CREDITS:** This section applies only to non-designed services.

**A. Annual compliance reports.**

(1) By February 15 of each year, each ILEC shall submit to the commission a report detailing, on a statewide basis, its compliance in the preceding calendar year with the quality of service standards set forth in this rule. The report shall also list each wire center alphabetically and shall indicate for each wire center which of the standards set forth in subsections C and D of 17.11.22.19 NMAC the ILEC failed to meet and the months in which the ILEC failed to meet the standard.

(2) The report shall include the details of the calculations made pursuant to 17.11.22.22 NMAC to determine the credit obligations the ILEC has incurred for the preceding calendar year, including those that are the subject of a petition for waiver or variance.

**B. Payment of credits.**

(1) An ILEC shall issue a one-time credit on customer bills for an equal amount of the aggregate customer credits incurred in any given year to each customer active in the billing cycle in which the credits are issued.

(2) An ILEC shall issue aggregate customer credits in a billing cycle that begins by May 1 for all quality of service standards that are not the subject of a petition for waiver or variance or for which such a petition has been denied by January 31.

(3) An ILEC shall issue aggregate customer credits for all quality of service standards for which a petition for a waiver or variance has been denied after January 31 in a billing cycle that begins within ninety (90) days of the date the petition was denied.

(4) An ILEC need not issue aggregate customer credits for those quality of service standards for which it has been granted a waiver.

[17.11.22.21 NMAC - Rp, 17.11.22.21 NMAC, 2-1-06]

**17.11.22.22 CALCULATION OF AGGREGATE CUSTOMER CREDITS:** This section applies only to nondesigned services.

**A. Installation of service.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, the ninety-six (96) percent installation standard for primary local exchange lines, the ILEC shall incur the following credit obligations:

(1) for each percentage point from .1 to 3.0 percentage points less than the benchmark: .06 percent of the ILEC's total intrastate revenues for the year;

(2) for each percentage point from 3.1 to 7.0 percentage points less than the benchmark: .10 percent of the ILEC's total intrastate revenues for the year;

(3) for each percentage point from 7.1 to 12.0 percentage points less than the benchmark: .13 percent of the ILEC's total intrastate revenues for the year; and

(4) for each percentage point over 12.0 percentage points less than the benchmark: .16 percent of the ILEC's total intrastate revenues for the year.

**B. Held orders up to 180 days.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, the 0.035% held order standard, the ILEC shall incur the following credit obligations:

(1) for each .001 increment from .001 to .005 percentage points in excess of the benchmark: .06 percent of the ILEC's total intrastate revenues for the year;

(2) for each .001 increment from .006 to .01 percentage points in excess of the benchmark: .1 percent of ILEC's total intrastate revenues for the year;

(3) for each .001 increment from .011 to .015 percentage points in excess of the benchmark: .13 percent of the ILEC's total intrastate revenues for the year; and

(4) for each .001 percentage point increment over .015 percentage points in excess of the benchmark: .16 percent of ILEC's total intrastate revenues for the year.

**C. Held orders in excess of 180 days:** For each month during a calendar year in which an ILEC had, as of the last day of the month, one or more held orders pending for more than 180 days, an ILEC shall incur the following credit obligations:

(1) for each month with 1 to 5 such orders as of the last day of the month: .01 percent of an ILEC's total intrastate revenues for the year;

(2) for each month with 6 to 10 such orders as of the last day of the month: .015 percent of ILEC's total intrastate revenues for the year; and

(3) for each month with 11 or more such orders as of the last day of the month: .02 percent of ILEC's total intrastate revenues for the year.

**D. Trouble reports.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, an average trouble report rate of 5.0 trouble reports per 100 access lines, the ILEC shall incur the following credit obligations:

(1) for an annual average trouble report rate from .1 to 2.0 reports per 100 access lines in excess of the benchmark, .06% of the ILEC's total intrastate revenues for the year;

(2) for an annual average trouble report rate from 2.1 to 4.0 reports per 100 access lines in excess of the benchmark, .1% of the ILEC's total intrastate revenues for the year;

(3) for an annual average trouble report rate from 4.1 to 6.0 reports per 100 access lines in excess of the benchmark, .13% of the ILEC's total intrastate revenues for the year; and

(4) for an annual average trouble report rate more than 6.0 reports per 100 access lines in excess of the benchmark, .16% of the ILEC's total intrastate revenues for the year.

**E. Out-of-service clearances.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, an average out-of-service clearance rate of eighty-five (85) percent in twenty-four (24) hours, the ILEC shall incur the following credit obligations:

(1) for each percentage point from .1 to 3.0 percentage points less than the benchmark, .02% of the ILEC's total intrastate revenues for the year;

(2) for each percentage point from 3.1 to 7.0 percentage points less than the benchmark, .03% of the ILEC's total intrastate revenues for the year;

(3) for each percentage point from 7.1 to 12.0 percentage points less than the benchmark, .04% of the ILEC's total intrastate revenues for the year; and

(4) for each percentage point beyond 12.0 percentage points less than the benchmark, .05% of the ILEC's total intrastate revenues for the year.

**F. Repeat trouble reports.** For any calendar year in which an ILEC failed to achieve, on a statewide basis, an average repeat trouble report rate of eighteen (18) percent, the ILEC shall incur the following credit obligations:

(1) for a repeat trouble report rate from 0.1 to 5.0 percentage points in excess of the benchmark, .06% of total intrastate revenues for the year;

(2) for a repeat trouble report rate from 5.1 to 10.0 percentage points in excess of the benchmark, .1% of total intrastate revenues for the year;

(3) for a repeat trouble report rate from 10.1 to 15.0 percentage points in excess of the benchmark, .13% of total intrastate revenues for the year; and

(4) for a repeat trouble report rate more than 15.0 percentage points in excess of the benchmark, .16% of total intrastate revenues for the year.

**G. Wire center-specific standards.** In addition to the credit obligations based on statewide performance, an ILEC shall incur a credit obligation of \$3.00 per access line in service at a given wire center for each wire center-specific standard set forth in subsections C and D of 17.11.22.19 NMAC the ILEC failed to achieve at that wire center for two consecutive months or any three months in a calendar year.  
[17.11.22.22 NMAC - Rp, 17.11.22.22 NMAC, 2-1-06]

#### **17.11.22.23 INDIVIDUAL CUSTOMER CREDITS:**

**A. Out-of-service clearances.** A LEC shall automatically make appropriate adjustments to a customer's bill whenever service from the LEC is interrupted and remains out of order for more than eight (8)

hours during a continuous twenty-four (24) hour period after the customer reports it or the LEC finds it, whichever occurs first.

(1) The LEC shall provide a credit on the monthly bill for LEC services that is proportional to the duration of the service interruption. Each occurrence of a loss of service for eight (8) hours during a twenty-four (24)-hour time period shall count as one day and every month shall be considered to have thirty (30) days.

(2) The LEC shall not be required to provide an adjustment for loss of service due to:

- (a) the negligence or willful act of the customer;
- (b) a malfunction of facilities other than those under control of the LEC;
- (c) force majeure; or
- (d) the inability of the LEC to gain access to the customer's premises when necessary.

**B. Held orders.** For each customer whose order is held, an ILEC shall:

(1) provide a credit of \$45 for each primary residential line, and a credit of \$135 for each primary business line it fails to install within the time frames set forth in 17.11.22.12 NMAC;

(2) pay the sum of \$300 and three (3) times the installation charge for each primary residential or business line not installed within seven (7) days of the time frames set forth in 17.11.22.12 NMAC;

(3) waive the service charge for the first month of service once service is provided; and,

(4) for each customer whose premises is located where wireless phone service or equivalent service is not available, provide a credit of two (2) times the basic local exchange service rate for every month or partial month the customer's order is held.

[17.11.22.23 NMAC - Rp, 17.11.22.23 NMAC, 2-1-06]

**17.11.22.24 RATEMAKING TREATMENT OF PENALTIES AND CREDITS:** Regardless of the form of regulation, an ILEC shall not recover from customers through its rates the costs it incurs for penalties imposed pursuant to NMSA 1978 Section 63-7-23 or credits provided to customers pursuant to this rule.

[17.11.22.24 NMAC - Rp, 17.11.22.24 NMAC, 2-1-06]

**17.11.22.25 EXEMPTION OR VARIANCE:**

**A. General requirements.**

(1) Any carrier may petition for an exemption or variance from any of the requirements of this rule.

(2) Such petition may include a motion that the commission stay the affected portion of this rule for the transaction specified in the motion.

(3) Petitions for an exemption or a variance and motions for a stay must be supported by an affidavit signed by an officer of the carrier or other person with authority to bind the carrier.

(4) The commission may, at its discretion, require an informal conference or formal evidentiary hearing prior to making its determination.

**B. Waiver of held order standard.**

(1) An ILEC may petition for a waiver of the held order standard in 17.11.22.19 NMAC for circumstances beyond the reasonable control of the ILEC. The petition shall be filed with the commission within thirty (30) calendar days of the installation dates established in 17.11.22.12 NMAC and shall be accompanied by an affidavit executed by a person employed by the ILEC who is knowledgeable concerning the facts surrounding the waiver request. At the same time, the ILEC shall serve a copy of the waiver petition on the affected customers.

(2) The petition shall include:

(a) the names and addresses of all known customers who will be affected by the waiver request and an estimate of the number of unknown customers who might be affected;

(b) a detailed explanation of the relief being sought;

(c) the date when the service orders are expected to be filled; and

(d) a detailed explanation of the circumstances giving rise to the waiver request.

(3) The telecommunications bureau of the commission shall approve or disapprove the petition for waiver of the held order standard within thirty (30) calendar days of its submittal. The order shall not be counted as a held order and the ILEC shall not be required to pay credits while the petition is pending before the telecommunications bureau.

(4) Neither a waiver or a waiver petition shall relieve the ILEC of its obligations to provide alternative service to the individual customer unless the customer failed to provide the necessary facilities to enable the ILEC to complete the order or otherwise caused the delay.

(5) Where a waiver request is granted, the ILEC need not count any order subject to the waiver as a held order for purposes of this rule.

**C. All other exceptions.** A petition for an exemption or variance from any other requirement of this rule shall:

(1) identify the section of this rule for which the exemption or variance is requested;

(2) describe the situation which necessitates the exemption or variance;

(3) describe the effect of complying with this rule on the carrier and its customers, and on its competitive affiliates and their customers, if the exemption or variance is not granted;

(4) state how the exemption or variance will achieve the purposes of this rule and the New Mexico Telecommunications Act;

(5) state why the proposed alternative is in the public interest and is better than the requirement in the rule; and

(6) state why the exemption or variance would have no anticompetitive effect.

[17.11.22.25 NMAC - Rp, 17.11.22.25 NMAC, 2-1-06]

#### **HISTORY OF 17.11.22 NMAC:**

##### **Pre-NMAC History:**

None.

##### **History of Repealed Material:**

17.11.22 NMAC, Quality of Service Standards (filed 12-14-00) repealed 2-1-06.

##### **NMAC History:**

17.11.22 NMAC, Quality of Service Standards (filed 12-14-00) was replaced by 17.11.22 NMAC, Quality of Service, effective 2-1-06.

**Western New Mexico Telephone Company, Inc.  
Line 610 – Functionality in Emergency Situations**

As required in 47 C.F.R. § 54.313(a)(6) for all high cost recipients, which includes the Company, and as set forth in 47 C.F.R. § 54.202(a)(2), the following provides a detailed description demonstrating that the Company has the ability to remain functional in emergency situations, including a demonstration that 1) it has a reasonable amount of back-up power to ensure functionality without an external power source, 2) is able to reroute traffic around damaged facilities, and 3) is capable of managing traffic spikes resulting from emergency situations.

**OVERALL RESPONSE TO EMERGENCY SITUATIONS:** The Company has a comprehensive disaster recovery plan (also called a “continuity plan”) that was developed and implemented for the Company specifically to deal with emergencies. It has detailed, specific steps that are to be taken for each type of emergency.

**POWER:** In order to function in an emergency, the Company has a combination of batteries and emergency generators. Some locations have permanent emergency generators with fuel tanks; whereas, other locations require a portable generator to be brought to the location to recharge the on-site batteries. The company owns several portable generators that technicians can take out to recharge the batteries. For example, the company’s central offices have automatic stand-by generators to run the entire offices. The digital loop carrier (“DLC”) sites also have battery back-up.

**REROUTING TRAFFIC AND REDUNDANCY:** The Company has established 100% redundant E-911 trunks and SS-7 routes. It is important to understand that E-911 trunks have redundancy, but they do not have diverse routes. The PSAPs/NMDFA did not order diversity, so CenturyLink has all traffic for Catron and Socorro Counties routed out of the Company’s northern route connection point and Grant and Hidalgo Counties’ traffic routed out of the Company’s southern route connection point. The New Mexico E-911 Coordinator is attempting to migrate to SS-7 routing, which is both diverse and redundant, but many of the PSAPs cannot support SS-7 yet. Please note that this is for voice only services and not for data/broadband.

In addition, the network was designed with redundancy, wherever possible, especially in the backbone network; however, there is not 100% diversified facilities. In most cases, where it is not redundant or diverse, the Company has the ability to redirect most backbone traffic. In cases where there is no redundancy or diversity, it is due to the extreme cost of a 100% redundant and diverse network.

Loop plant to the customer location is typically not redundant, especially for residential customers. This is because it would not be cost effective to build totally separate facilities for the “last mile” to the customer.

**MANAGING TRAFFIC SPIKES:** The Company realizes that when a catastrophe happens, everyone immediately tries to contact friends and family to make certain they are all right. The Company has designed the Time-Division Multiplexing ("TDM") network to have excess capacity on its backbone network. For example, on Mother's Day, the company handles traffic without the customer receiving the "All Trunks Busy" message which demonstrates the Company's ability to handle peak traffic spikes on its TDM voice network.

**Western New Mexico Telephone Company, Inc.**  
**Line 920 – Tribal Land Issues**

As required in 47 C.F.R. § 54.313(a)(9), the following provides the detailed description of the efforts by the Company related to discussions with Tribal governments that, at a minimum, included: (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements. Tribal business and licensing requirements include business practice licenses that Tribal and non-Tribal business entities, whether located on or off Tribal lands, must obtain upon application to the relevant Tribal government office or division to conduct any business or trade, or deliver any goods or services to the Tribes, Tribal members, or Tribal lands. These include certificates of public convenience and necessity, Tribal business licenses, master licenses, and other related forms of Tribal government licensure.

**Line 921 – Needs Assessment and Deployment Planning:** The Company's actions to address needs assessment and deployment planning with a focus on tribal community anchor institutions for the tribal land network are as follows: During the past year John Francis has been working directly with the Alamo Navajo School's consultant Advanced Data Services, Dan Kettwich, for the school's broadband and voice requirements. This has resulted in a contract for broadband services for the school, which has caused the commencement of engineering planning and coordination from the company's facility to the school. Advanced Data Services has also been chosen as the consultant for the Alamo Navajo Health Care, and John Francis has commenced with initial joint planning for the local health care facility. The Company continues to work with the Alamo Chapter on topics oriented around (i) A needs assessment and deployment planning with a focus on Tribal community anchor institutions; (ii) Feasibility and sustainability planning; (iii) Marketing services in a culturally sensitive manner; (iv) Rights of way processes, land use permitting, facilities siting, environmental and cultural preservation review processes; and (v) Compliance with Tribal business and licensing requirements. Harley Brewster from the company's engineering department continues to work closely with Navajo Alamo Chapter council and James Ladd a chapter member and Chapter Council's appointed intermediary to focus on local broadband deployments. Mr. Brewster also works closely with the United States Department of Interior, Bureau of Indian Affairs (BIA), for permits, which include archeological, environmental and cultural clearances.

The Company's EVP, John Francis, continues to work with the Navajo Nation Telecommunication Regulatory Commission's (NNTRC). During 2014 and through the February of 2015 the Executive Director, Brian Tagaban, was the primary point of contact for Navajo tribal initiatives, including new requirements associated with application for Certificate of Convenience and Necessity, and business licensing requirements. In March Mr. Tagaban was replaced by Executive Director Theresa Becenti-Aguilar and there have been communications through the designated office associated with the new requirements. On March 3, 2015 the company requested an extension for the required filing and continues to work diligently assembling the required documents for the application(s). John Francis also is working with the Navajo Division of Public Safety and the NNTRC, and the nation is planning and evaluating alternatives to traditional E911 services. The Navajo Nation is currently exploring deployment strategies for NG911 services. The parties met during the Tribal Telecom and Technology Summit during the week of May 04, 2015, and focused on Tribal Lifeline outreach and needs

assessments and planning strategies. It was agreed that we would collectively work together to achieve some of the chapter's, and the nation's overarching goals pursuant to tribal land initiatives.

Other outreach has included the Company's customer service team members. Through interaction among company representative Harley Brewster and Navajo Alamo Chapter member James Ladd, along with other Chapter members the Company and chapter members continue to jointly work to provide broadband services to approximately twenty (20) tribal members that have pending requests for internet services. The Company has performed its initial engineering analysis for broadband deployments, which is included within the Company's Five Year Service Quality Improvement Plan; and initial deployments to a second Navajo Alamo location identified as Cherry Town are scheduled to occur within the next 90 days.

**Line 922 – Feasibility and Sustainability Planning:** The Company's actions to address feasibility and sustainability planning for the tribal land network are as follows: As discussed above, the Company is confident with the commitments and support the Tribal engagement has commenced with tribally supported initiatives associated with facility expansion to provide additional or increased service offerings.

**Line 923 – Marketing Services in an Culturally Sensitive Manner:** The Company's actions to address the marketing of services in a culturally sensitive manner in the tribal land are as follows: As discussed above, the Company believes the framework is established to engage and discuss the Tribes goals and suggestions or ideas for improving the company's marketing efforts and if they would they want to participate in jointly developing marketing materials. Attachment B was provided by the Company as a starting point to begin discussions.

**Line 924 – Compliance with Right of Way Processes:** The Company's actions to comply with the right-of-way processes for the tribal lands are as follows: While the Company has experienced limited success, to engage the Tribe to discuss right-of-way processes for its tribal lands, as stated above the Company engaged and worked closely with BIA to achieve the tribal goals for road infrastructure improvements. The Company consistently complies with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 925 – Compliance with Land Use Permitting Requirements:** The Company's actions to comply with the land use permitting requirements for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss compliance with the land use permitting requirements for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 926 – Compliance with Facility Siting Rules:** The Company's actions to comply with the facilities siting rules for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss and establish requirements and define compliance with the siting rules for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 927 – Compliance with Environmental Review Processes:** The Company's actions to comply with the environmental review processes for the tribal lands are as follows: As discussed above, the Company

tried, with limited success, to engage the Tribe to discuss compliance with the environmental review processes for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 928 – Compliance with Cultural Preservation Review Processes:** The Company's actions to comply with the cultural preservation review processes for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss compliance with the cultural preservation review processes for its tribal lands. As identified on Line 924, the Company has complied with Bureau of Indian Affairs (BIA), the Navajo Nation's, and the Alamo Chapter's requirements and has consistently sought approval prior to commencement of any construction and/or maintenance activities.

**Line 929 – Compliance with Tribal Business and Licensing Requirements:** The Company's actions to comply with the tribal business and licensing requirements for the tribal lands are as follows: As discussed above, the Company tried, with limited success, to engage the Tribe to discuss if the Tribe believes there are other licenses the Company should acquire to provide telecommunications services on its tribal lands. The New Mexico Public Regulation Commission currently has jurisdictional authority over the Company for its limited Tribal operations. However, the Navajo Nation has commenced with the establishment of the Navajo Nation Telecommunications Regulatory Commission. Attachment A provides the Company's request for extension to the Commission regarding CCN applications and filing requirements.



## Alamo Navajo Chapter

Inez Apachito-Community Service Coordinator  
Vacant-Accountant Maintenance Specialist  
P.O. Box 827  
Magdalena, NM 87825  
(575) 854-2686  
(575) 854-2685- Fax

**Stanley Herrera**  
Chapter President

**Earl Apachito**  
Vice-President

**Yvette Betone**  
Secretary/Treasurer

**Norman M. Begay**  
Council Delegate

**Steve Apachito**  
Land Board Member

June 9, 2015

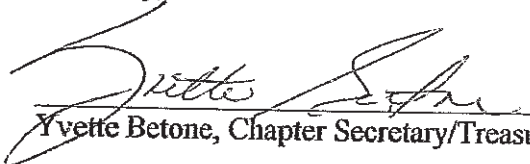
Mr. Harley A. Brewster, Engineer  
Western New Mexico Telephone Company, Inc.  
58 Highway 211  
P.O. Box 150  
Cliff, New Mexico 88028

Dear Mr. Brewster:

We the Alamo Navajo Band Land of Alamo Reservation are granting permission to Western New Mexico Telephone Company and Socorro Electric Cooperative to place a telephone electronic site at the Cherry Town Area to provide broadband service for our community. The location is at Socorro Electric power pole #15959.

If you should have any question or concerns, please do not hesitate to contact us @ the Alamo Chapter 575.854.2686.

Sincerely,

  
Yvette Betone, Chapter Secretary/Treasurer

ATTACHMENT B



March 3, 2015

Navajo Nation Telecommunications Regulatory Commission  
PO Box 7440  
Window Rock, AZ 86515

RE: No.NNTRC-11-001 – Application for Certificate of Convenience and Necessity

Dear Madam or Sir:

Enclosed is a request on behalf of Western New Mexico Telephone Company, Inc. ("WNMT") for an extension of the application filing date for the "Application for Certificate of Convenience and Necessity."

WNMT is a very small company that provides service to the Alamo Chapter of the Navajo Nation. Because of our limited resources, we are requesting an extension of time to complete and submit the Application for Certificate of Convenience and Necessity (CCN).

If you have any questions regarding the request or require additional information, please contact me at telephone number 575-388-2546 or email at [jfrancis@wnmt.com](mailto:jfrancis@wnmt.com).

Respectfully,

A handwritten signature in cursive script, which appears to read "John Francis".

John Francis  
Executive Vice President  
Western New Mexico Telephone Company

**BEFORE THE  
NAVAJO NATION TELECOMMUNICATIONS REGULATORY COMMISSION**

<b>In the Matter of</b>	)	
<b>Application for Certificate of Convenience and</b>	)	<b>No.NNTRC-11-001</b>
<b>Necessity (CCN)</b>	)	

**Request for Extension of 60 Day Filing Requirement**

Western New Mexico Telephone Company, Inc. ("WNMT") requests the Commission consider granting an extension of the 60 day filing requirement for the Application for Certificate of Convenience and Necessity set forth in the Commission's order.

WNMT is a small carrier with limited resources that provides service to only the Alamo Chapter of the Navajo Nation. Much of the data specific to the application is not readily available and is requiring a significantly greater timeframe to locate and develop the information.

WNMT continues to aggressively work to comply with the Commission's application requirements, and respectfully requests a 90 day extension of the filing requirements.

Respectfully submitted,



John Francis  
Executive Vice President  
Western New Mexico Telephone Company, Inc.  
P.O. Box 3079  
314 West Yankie  
Silver City, NM 88062  
(575)388-2546

**File name:** 492268nm1010.pdf

**Western New Mexico Telephone Company, Inc.  
Line 1010 – Voice Services Rate Comparability**

As required in 47 C.F.R. § 54.313(a)(10), any recipient of high-cost support shall provide a letter certifying that the pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice services, as specified in the most recent public notice issued by the Wireline Competition Bureau and Wireless Telecommunications Bureau. The following provides the Company's support for Line 1010 - Description of Voice Service Rate Comparability.

The Company charges the following fixed voices prices:

Flat Rate Residential Service	\$18.25
State Residential Subscriber Line Charge	0.00
State Universal Service Charge Fee	0.55
Mandatory Extended Area Service	0.00
Residential Federal Subscriber Line Charge	<u>6.50</u>
Total Residential Fixed Voice Charges	<u>\$25.30</u>

Since the total for residential fixed voice that the Company charges, as shown above, is below the \$47.48, which is two standard deviations above the applicable national average urban rate for voice services, announced by the FCC Wireline Competition Bureau in the Public Notice released on April 16, 2015 (DA 14-384), the Company hereby certifies that it is in compliance with 47 C.F.R. § 54.313(a)(10).

**File name:** 492268nm1210.pdf

**Western New Mexico Telephone Company, Inc.  
Line 1210 –Terms and Conditions for Lifeline**

# Western New Mexico Telephone Company Lifeline Terms and Conditions

## A. LIFELINE

1. **Lifeline** Effective no later than August 1, 2012, the Federal Communications Commission ("FCC") mandated a reduction in Lifeline support, which reduced the non-tribal federal credits to \$9.25. The New Mexico Public Regulation Commission ("NMPRC") has authorized an additional \$3.50 state credit that allows qualified Lifeline subscribers a total \$12.75 monthly credit towards their local telephone bill. The Company's voice lifeline plan includes unlimited local minutes-of-use within the toll-free calling area. The Company's voice lifeline plan does not include any free minutes-of-use for toll unless a "bundled minutes" package is chosen.
2. Western New Mexico Telephone Company ("WNMTC") supports and follows the guidelines set forth by the FCC and NMPRC. Individuals are eligible if they participate in one of the following programs:
  - a. Medicaid Program
  - b. Low-Income Home Energy Assistance Program (LIHEAP)
  - c. Food Stamp Program
  - d. Supplemental Security Income (SSI) Program
  - e. Federal Public Housing Assistance Program
  - f. Temporary Assistance for Needy Families (TANF)
  - g. National School Lunch Program, or
  - h. Household Income is at or below 150% of the federal poverty guidelines
3. Lifeline Service includes the services and functionalities enumerated by the F.C.C. as follows: voice grade access to the public switched network; local usage; dual tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to operator services; access to interexchange service; access to directory assistance; and toll blocking for qualifying customers who request toll blocking.
4. Other services can be provided with the Lifeline Service at applicable rates and charges.

## B. ENHANCED TRIBAL LIFELINE

1. **Enhanced Tribal Lifeline** The FCC also established separate guidelines for Tribal Lifeline assistance, which set a maximum credit limit up to \$25.00, but the customer's bill for local services cannot be less than \$0.00. Currently the monthly charges for local telephone service for customers eligible for Tribal Lifeline assistance is \$0.00.
2. Western New Mexico Telephone Company ("WNMTC") supports and follows the guidelines set forth by the FCC and NMPRC. Individuals are eligible if they participate in one of the following programs:
  - a. Medicaid Program
  - b. Low-Income Home Energy Assistance Program (LIHEAP)
  - c. Food Stamp Program
  - d. Supplemental Security Income (SSI) Program
  - e. Federal Public Housing Assistance Program
  - f. Temporary Assistance for Needy Families (TANF)
  - g. National School Lunch Program, or
  - h. Household Income is at or below 150% of the federal poverty guidelines
  - i. Bureau of Indian Affairs General Assistance
  - j. Tribally Administered Temporary Assistance for Needy Families
  - k. Head Start (only those meeting income qualifying standard)
  - l. Food Distribution Program on Indian Reservations.
3. Lifeline Service includes the services and functionalities enumerated by the F.C.C. as follows: voice grade access to the public switched network; local usage; dual tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to operator services; access to interexchange service; access to directory assistance; and toll blocking for qualifying customers who request toll blocking.
4. Other services can be provided with the Lifeline Service at applicable rates and charges.

## C. HOW DO TO GET MORE INFORMATION?

Call WNMTC's Business Office at 1-800-535-2330

Visit WNMTC's Website at [www.wnmc.com/lifeline](http://www.wnmc.com/lifeline)

Call the NMPRC at 1-505-827-4592

Visit the NMPRC Website at <http://nmprc.state.nm.us/consumer-relations/docs/litap-brochure.pdf> HOW TO APPLY?

Contact WNMT's Business Office at 1-800-535-2230 or download the form from our website and mail to:

Western New Mexico Telephone

PO Box 150, Cliff, NM 88028, or

Fax to 1-575-535-9908

[Internet Service](#)   [Local Phone](#)   [Long Distance](#)   [Bundles](#)   [Services](#)

## Qualification Guidelines

### DO YOU QUALIFY FOR REDUCED PHONE RATES?

Every person in America should have access to quality and affordable telecommunications services. This principle of "Universal Service" has been a goal of the telecommunications industry for decades. Congress enacted the Telecommunications Act of 1934 and reaffirmed these principles in 1996 for the "preservation and advancement of Universal Service."

#### Lifeline

Effective no later than August 1, 2012, the Federal Communications Commission ("FCC") mandated a reduction in Lifeline support, which reduced the non-tribal federal credits to \$9.25. The New Mexico Public Regulation Commission ("NMPRC") has authorized an additional \$3.50 state credit that allows qualified Lifeline subscribers a total \$12.75 monthly credit towards their local telephone bill.

#### Enhanced Tribal Lifeline

The FCC also established separate guidelines for Tribal Lifeline assistance, which set a maximum credit limit up to \$25.00, but the customer's bill for local services cannot be less than \$0.00. Currently the monthly charges for local telephone service for customers eligible for Tribal Lifeline assistance is \$0.00.

#### What types of discounts are available?

**Lifeline** assistance lowers the cost of basic monthly local telephone services, by the allowable discount credits.

**Toll Limitation Service** support allows all Lifeline eligible consumers who wish to avoid incurring long distance charges to have "toll blocking" services at no charge.

**Tribal Link-Up** is also available for eligible customers living on tribal lands. This is a one-time credit up to \$100.00 for the initial installation of local telephone service.

Western New Mexico Telephone Company ("WNMTC") supports and follows the guidelines set forth by the FCC and NMPRC. Individuals are eligible if they participate in one of the following programs:

#### Lifeline

Medicaid Program  
 Low-Income Home Energy Assistance Program (LIHEAP)  
 Food Stamp Program  
 Supplemental Security Income (SSI) Program  
 Federal Public Housing Assistance Program  
 Temporary Assistance for Needy Families (TANF)  
 National School Lunch Program, or  
 Household Income is at or below 150% of the federal poverty guidelines

#### Enhanced Tribal Lifeline (In addition to Lifeline programs)

Bureau of Indian Affairs General Assistance  
 Tribally Administered Temporary Assistance for Needy Families  
 Head Start (only those meeting income qualifying standard)  
 Food Distribution Program on Indian Reservations.

You may also qualify if your Annual Household Income is at or below 150% of the federal poverty level guidelines (see chart below). (Verification of income is required.)

150% of 2014 Federal Poverty Guidelines:

### Get a Deal on High Speed Internet

With speeds up to 1.5 Mbps, we have the best service and at a great value.

Always on DSL  
 Internet service  
 as low as  
 \$40.00 per month.



[▶ Learn more](#)

### Bundle Services and Save

Silver City customers can save nearly \$33/month for phone, Internet and more.



[▶ Learn more](#)



## LIFELINE TELEPHONE ASSISTANCE APPLICATION FORM

Subscriber's Full Name: \_\_\_\_\_

Subscriber's PHYSICAL Address: \_\_\_\_\_

(This CANNOT be a Post Office Box)

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

• Is the physical address provided permanent or temporary? (check one) ☐ permanent ☐ temporary

• If your physical address is temporary, please read and initial the statement on next line:

○ I must re-verify my temporary address every 90 days. \_\_\_\_\_ (Initial here)

Subscriber's Billing/Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Telephone Number: \_\_\_\_\_

(Please provide if you are an existing customer)

Subscriber's Date of Birth: \_\_\_\_\_, and

Last 4 digits of Subscriber's Social Security Number or Tribal ID/Census #: \_\_\_\_\_

Telephone Number Where You Can Be Reached: \_\_\_\_\_

Check Box that best describes where you live: ☐ I live on tribal land or a reservation

☐ I do not live on tribal land or a reservation

### SECTION 1.

I, or a member of my household, currently participate in the following program(s):

Check all that applies and attach a copy of the supporting documentation.

<input type="checkbox"/> Medicaid (e.g. Title XIX/Medical, State Supplemental Assistance)	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)
<input type="checkbox"/> Supplemental Security Income (SSI)	<input type="checkbox"/> Food Stamps (SNAP)
<input type="checkbox"/> Temporary Assistance for Needy Families (TANF)	<input type="checkbox"/> National School Lunch Program
<input type="checkbox"/> Tribally Administered Assistance for Needy Families (TANF)	<input type="checkbox"/> Federal Public Housing Assistance (Including Section 8)
<input type="checkbox"/> Head Start- [Residents meeting income requirements]	<input type="checkbox"/> BIA General Assistance Programs
<input type="checkbox"/> Tribal Head Start- [Residents of Tribal lands meeting income requirements]	<input type="checkbox"/> Food Distribution Program on Indian Reservations

### SECTION 2.

I do not receive benefits from any of the programs listed above, BUT my income is at or below 150% of the Federal Poverty Guidelines. Please check the box below that applies to your household and attach a copy of the supporting documentation described below:

Please Check	Number of Household Members	Household Income (at or below)
<input type="checkbox"/>	1	\$17,505
<input type="checkbox"/>	2	\$23,595
<input type="checkbox"/>	3	\$29,685
<input type="checkbox"/>	4	\$35,775
<input type="checkbox"/>	Number _____	*Add \$6,030 for each additional person

## SECTION 2 (continued)

- ☐ Previous Year State/Federal or Tribal Tax Return
- ☐ Veterans Administration statement of benefits
- ☐ Social Security Administration statement of benefits
- ☐ Retirement/pension statement of benefits
- ☐ Unemployment/Workers compensation statement of benefits
- ☐ Current year-to-date earnings statement from an employer or 3 consecutive months of pay stubs
- ☐ Divorce decree or child support wage assignment statement
- ☐ Tribal Notice Letter of Participation in General Assistance

***I agree to notify my phone company when I or a member of my household no longer participates in any of the above qualifying public assistance programs, or when there has been a change in my family size or income level, or a change in my address within 30 days.***

***I understand and acknowledge that:***

- Lifeline is a federal benefit,
- I am eligible for Lifeline benefits under the preceding guidelines incorporated in this application,
- Willfully making false statements can result in fines, imprisonment, and disenrollment from the Lifeline Program,
- Only 1 Lifeline service is available per household (a household is defined as "an individual or group of individuals who live together, at the same physical address and share income and expenses),
- A household is not allowed to receive Lifeline benefits from more than one provider,
- Violation of the one-per-household rules is a violation of the United States Federal Government regulations and will result in my disenrollment from the Lifeline Program,
- I certify that no other person living in the household receives Lifeline benefits,
- I may not transfer my Lifeline benefits to any other person or household,
- My continued eligibility for Lifeline benefits will be based on my being recertified and that failure to do so will result in my termination from Lifeline benefits,
- I will notify Western New Mexico Telephone within 30 days if I am no longer eligible for Lifeline benefits for any reason or if there is any change in my address, and,
- I consent to have my name, address, telephone number, and any other information provided on this form to be sent to the Universal Service Administration Company ("USAC") and/or its agents and to Solix the requalification agent for Western New Mexico Telephone Company for the purposes of verifying my eligibility for Lifeline benefits.

***I certify under penalty of perjury that the information contained in my application is true and correct to the best of my knowledge and that I agree to the statements above, I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.***

\_\_\_\_\_  
Subscriber's Signature

\_\_\_\_\_  
Date

### OFFICIAL USE ONLY

Date of Lifeline Activation: \_\_\_\_\_

Date customer information entered/updated in National Lifeline Accountability Database: \_\_\_\_\_

Date National Lifeline Accountability Database was verified: \_\_\_\_\_

Database shows that applicant at the address above is eligible for Lifeline benefits.

Database shows that another subscriber at the address above is already receiving Lifeline benefits, but applicant attests on the Lifeline Household Worksheet that this other subscriber is from another "household" within the same address. I have had the above applicant complete the Lifeline Household Worksheet.

\_\_\_\_\_  
Customer Service Representative (CSR)

\_\_\_\_\_  
Date

**If you have any questions about this application, please contact our Business Office Toll Free at 1-800-535-2230.**

**Mailing Address:**

**Western New Mexico Telephone Company  
P.O. Box 150  
Cliff, NM 88028**



**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Annual Progress Report on Five-Year Service Quality Improvement Plan**

As required in 47 C.F.R. § 54.313(a)(1), the following pages provide the Company's annual progress report on the five-year service quality improvement plan filed in 2014 with the Form 481 that described the proposed improvements and/or upgrades over the next five years to the applicant's network throughout the Company's service area.

47 C.F.R. § 54.313(a)(1) specifies that recipients should submit "[a] progress report on its five-year service quality improvement plan pursuant to § 54.202(a), including maps detailing its progress towards meeting its plan targets, an explanation of how much universal service support was received and how it was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information shall be submitted at the wire center level or census block as appropriate."

This document describes the Company's progress report on the five-year plan, pursuant to 47 C.F.R. §54.313(a)(1), including maps explaining the Company's progress towards meeting deployment targets, the amount of universal service support received, how support was used to improve service quality, coverage, or capacity, and an explanation regarding any network improvement targets that have not been fulfilled in the prior calendar year. The information regarding the total amount of universal service support received is broken out separately by the amount spent on capital expenses and the amount spent on operating expenses. The information regarding planned and/or completed network improvements shall be at the wire center level or census block, as appropriate.

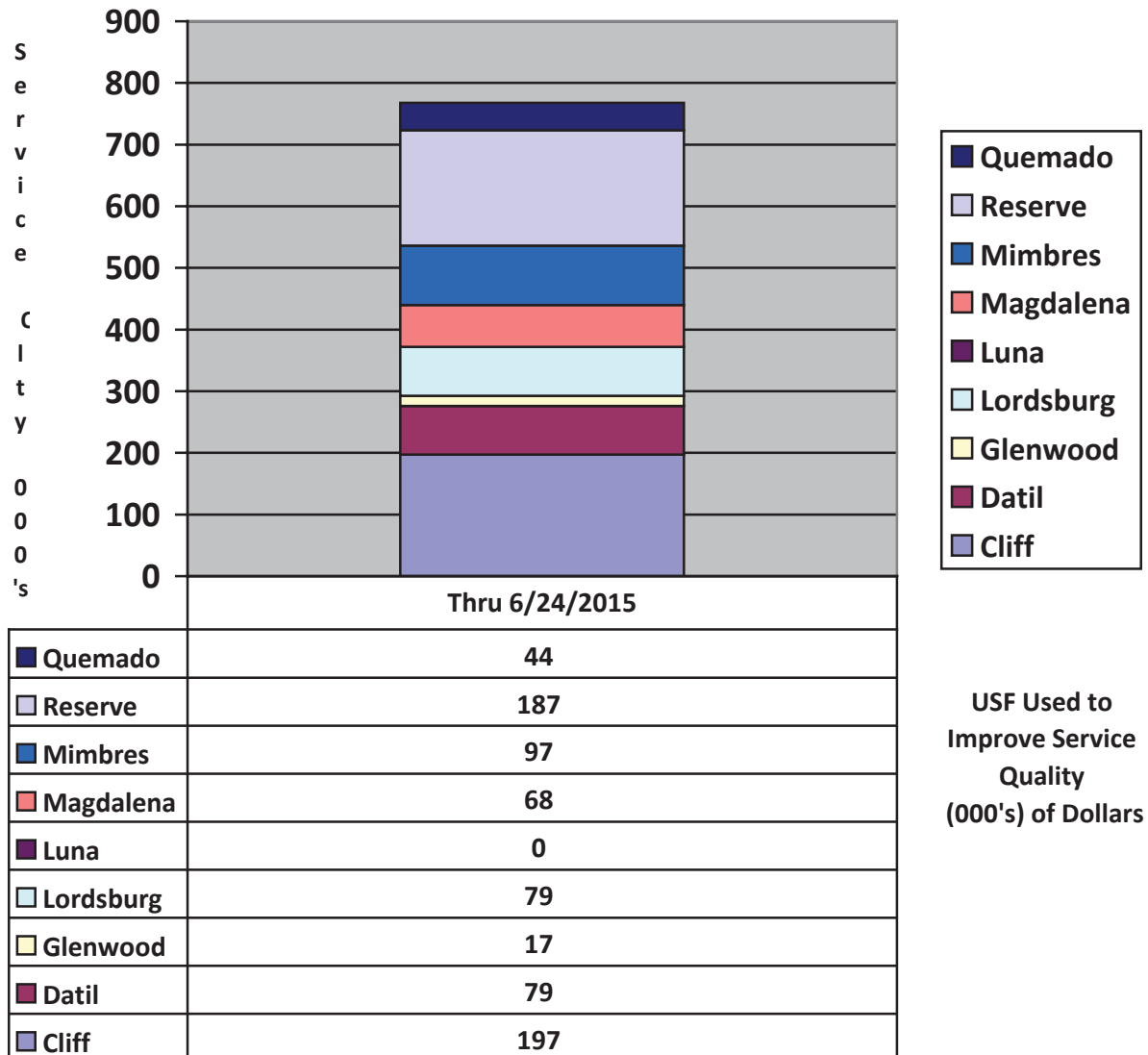
**QUANTIFICATION OF AMOUNT OF USF SPENT ON CAPITAL VERSUS OPERATING EXPENSES:**

Line 114 of Form 481 requests a quantification of how much USF was received for the Company's service area and that the amount be broken out separately by the amount spent on capital expenditures and the amount spent on operating expenses. For the period from January 1, 2015 through June 24, 2015, the Company is expected to receive \$2.004 Million in federal USF revenue, including High Cost Loop Support ("HCLS"), Interstate Common Line Support ("ICLS") and Connect America Funds (CAF") which has used approximately \$0.854 Million for capital expenditures and \$1.150 Million to cover a portion of the Company's operating expenses. Please note that since the instructions were to provide data up to the filing date of the Form 481, these numbers, as well as the data on the following pages are estimates since the general accounting books of the Company are not closed for June 2015 as of the date of this filing.

**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE QUALITY:**

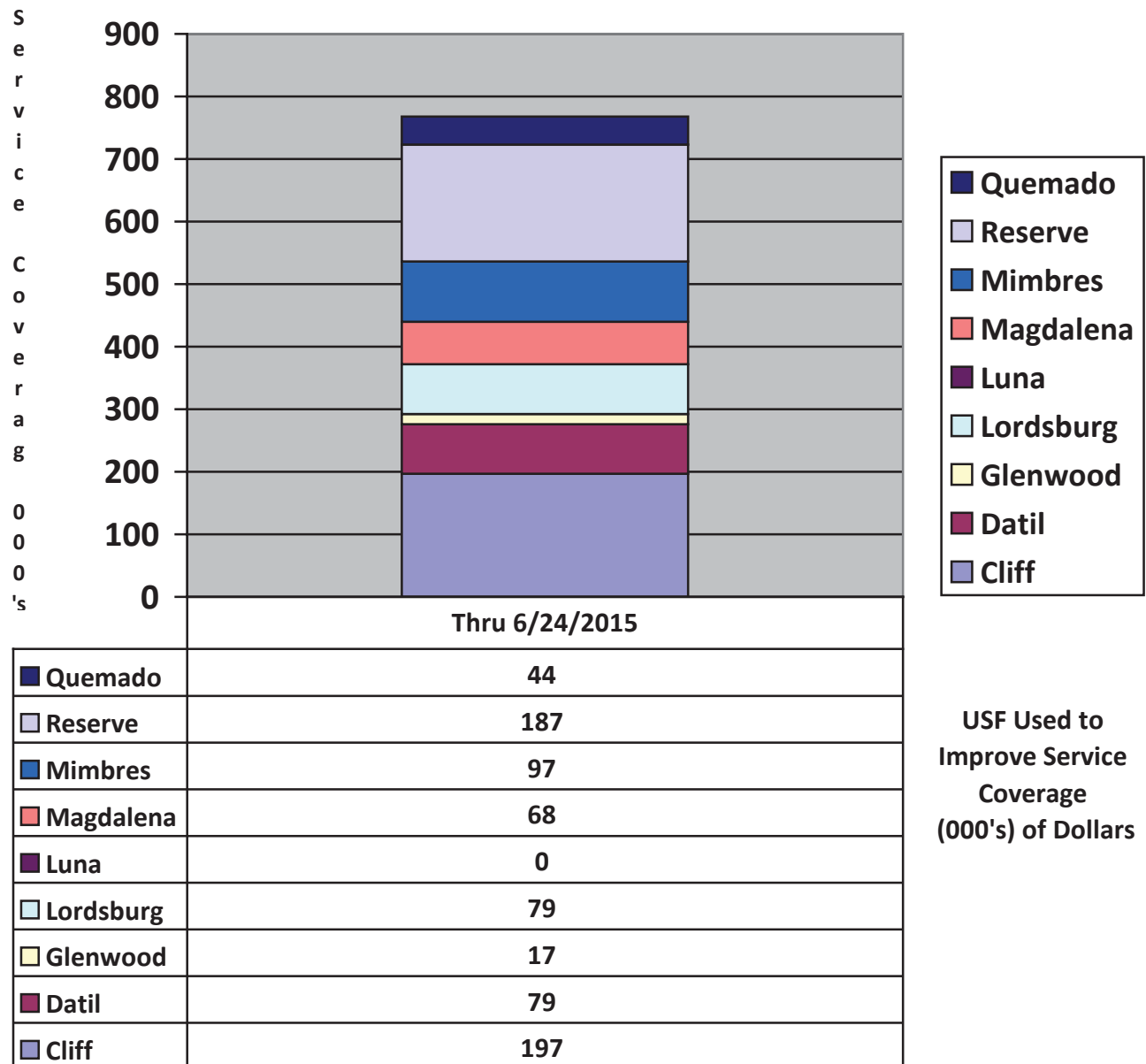
Line 115 of Form 481 requests that the progress report specify how much USF support was used to improve service quality, at the wire center level or census block, as appropriate. The Company improved service quality in numerous ways, but primarily by investing in the following capital expenditures to increase the broadband speed available to customers:



**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE COVERAGE:**

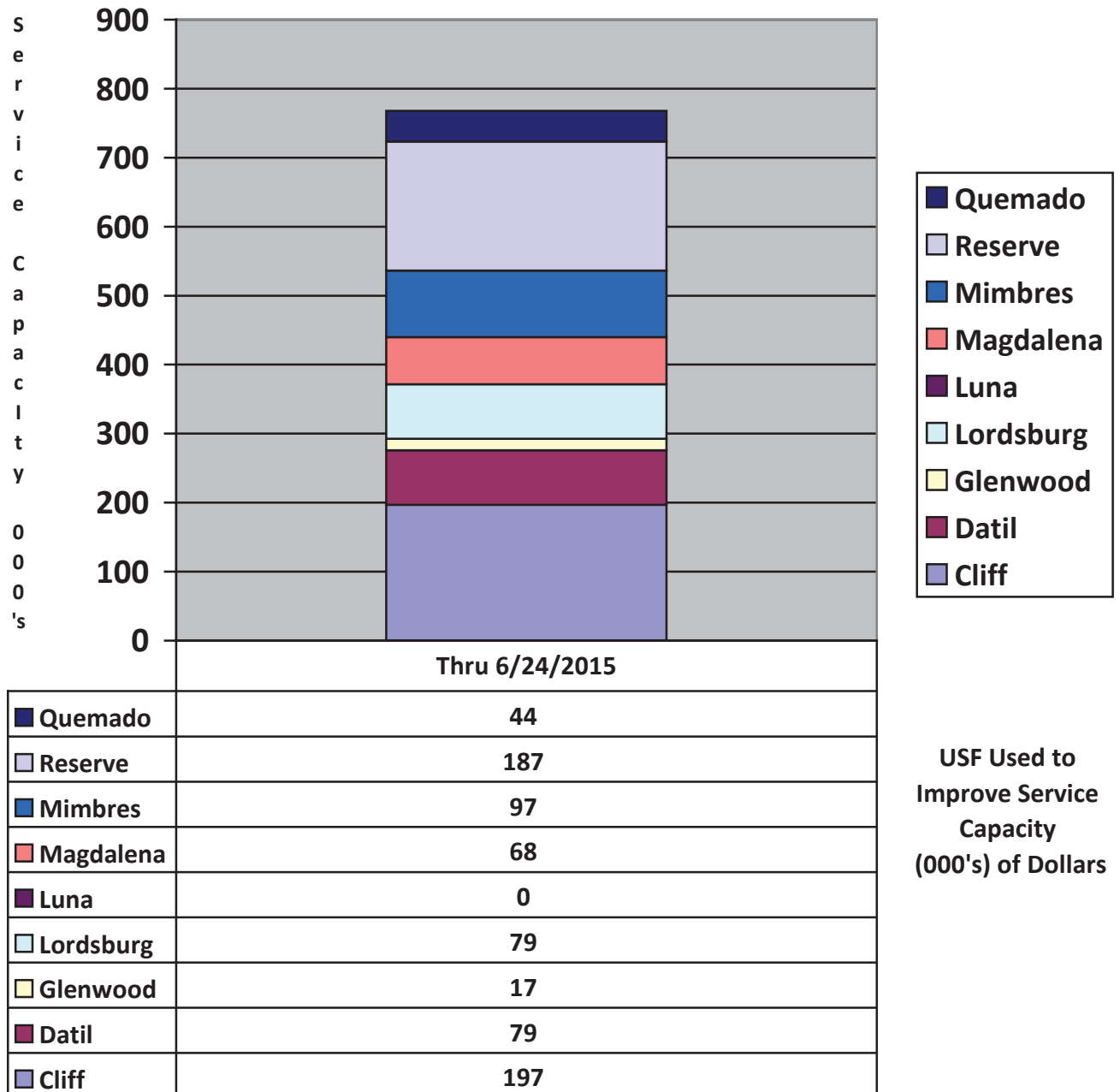
Line 116 of Form 481 requests that the progress report specify how much USF support was used to improve service coverage, at the wire center level or census block, as appropriate. As of June 24, 2015, the Company's service coverage was generally close to 85% of our service territory at 4 Mbps downstream and 1 Mbps Upstream ("4/1"). Therefore, capital expenditures are to increase service coverage as well as improve service capacity and quality. The following summarizes how support was used for capital expenditures to improve service coverage:



**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**QUANTIFICATION OF AMOUNT OF USF SPENT TO IMPROVE SERVICE CAPACITY:**

Line 117 of Form 481 requests that the progress report specify how much USF support was used to improve service capacity, at the wire center level or census block, as appropriate. The following summarizes how support was used for capital expenditure to increase broadband coverage and improve service capacity.



**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

Please note that the answers to lines 115, 116 and 117 overlap and are very difficult to differentiate. When you install or upgrade additional fiber and/or DLCs, you typically improve service quality, provide additional service coverage and increase service capacity. It is only an approximation to separately identify if the fiber and/or DLC increased service quality versus improving service coverage or increasing service capacity. There is an overlap in the responses for lines 115, 116 and 117. While a vast majority of the Company's customers can receive 4/1, there continues to be requirements and projects for increasing service coverage, and there are also requirements to increase service capacities and improve the overall quality of service.

**EXPLANATION OF ACHIEVEMENT OF NETWORK IMPROVEMENT OBJECTIVES:**

Line 118 requests an explanation of reasons why network improvement targets were not achieved, if applicable, at the wire center level or census block, as appropriate. While the five-year plan filed in 2014 did not have half-year projections, the Company believes it is currently on track to meet the annual 2015 plan. Of course, circumstances for the remainder of 2015 can change where it is not able to meet its network improvement objectives primarily for the following reasons (not in any particular order):

- 1) **Permits:** It is not possible to predict the ability to obtain all necessary permits, including easements and rights-of-way, within the five-year time-frame required to complete the capital expenditures included in the Company's five-year plan. Permits can be, and often are, delayed significantly by various federal, state, and local governmental agencies and those delays are totally outside the control of the Company.
- 2) **Weather Issues:** It is not possible to predict the impact of the weather on the installation of the capital expenditures included in the Company's five-year plan. For example, if the ground is frozen, the timing of installing facilities can be significantly delayed and those delays are totally outside the control of the Company.
- 3) **Lead Time to Obtain Materials from Vendors:** It is not possible to predict when a material critical for the capital expenditures included in the Company's five-year plan may come into a shortage situation. For example, currently the industry is experiencing a shortage of fiber optic cable where there is a significant lead time to obtain fiber optic cable. Delays of this nature are impossible to predict and are totally outside the control of the Company.
- 4) **Lead time to get Contractors to Install Facilities:** Just as with the materials, the Company has experienced times when it was not able to obtain contractors or had access to limited qualified contractors to install the equipment because the Company is not large enough compared to other firms wanting the contractor to do work for them and because of its remote location. Therefore, the Company had to wait until much later than anticipated to get the contractor to come install the facilities for them. Once again, delays of this nature are impossible to predict and are totally outside the control of the Company.

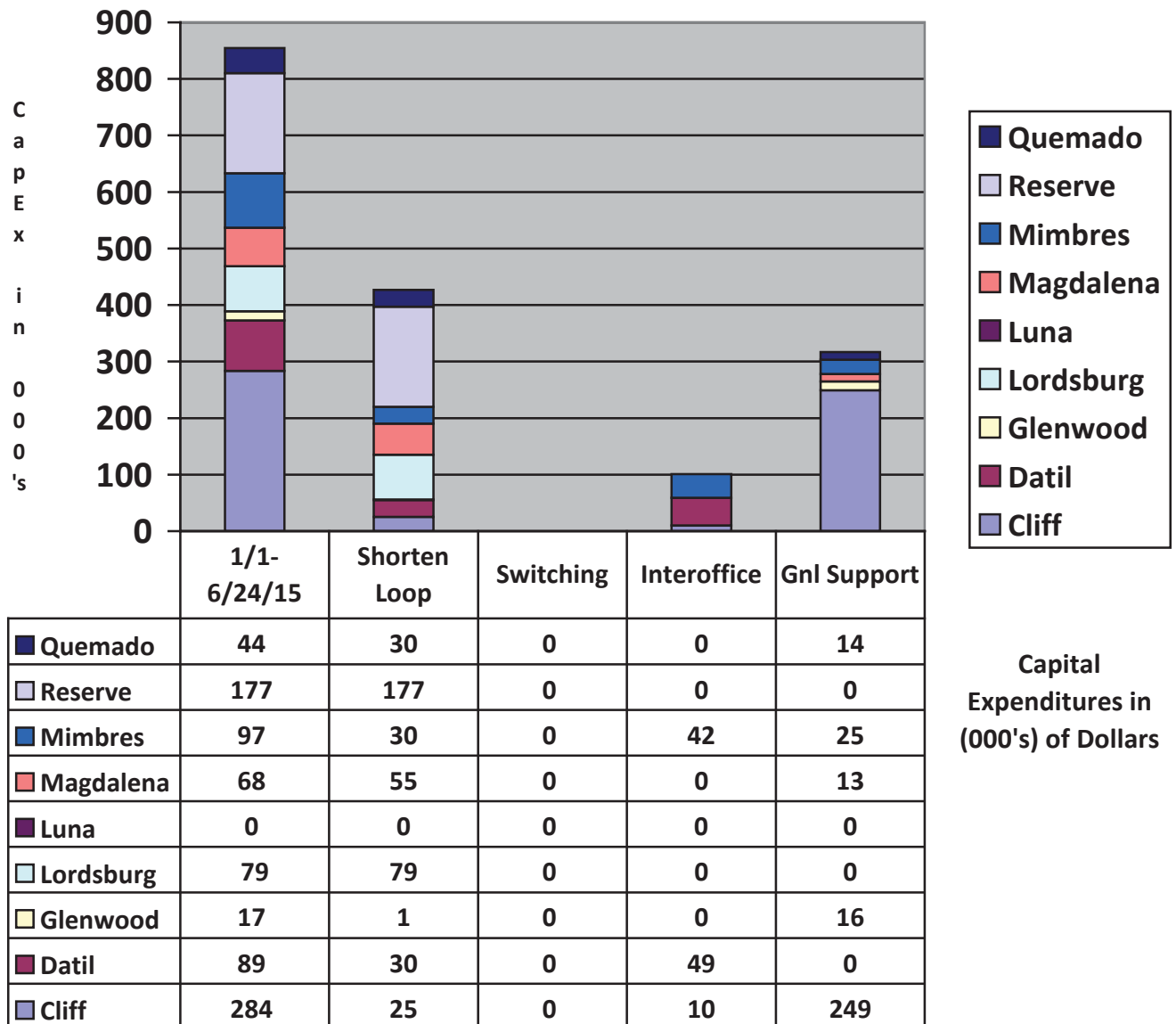
**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**PROGRESS REPORT ON THE FIVE-YEAR PLAN:**

As described in the five-year plan, the Company provides inter office service through the use of fiber optic cable, microwave and electronics between the central offices and between the central offices and the subscriber terminal equipment (e.g., Digital Loop Carriers (“DLCs”)) in the field. Copper cable is still in use and most frequently, the last mile facilities are generally provided over copper. The Company has limited fiber-to-the-premise (“FTTP”) facilities. It is the company’s intention to continue to install fiber optic cable and electronics, wherever feasible. The company has begun the transition from the TDM-based network to an IP-network and is continually assessing the most cost-effective technology solutions to provide our customers the services they request.

Each exchange in the company only has one wire center; therefore, the progress report on the five-year plan is presented at the exchange level (which is also the wire center level). Estimated regulated capital expenditures for the RLEC from January 1, 2015 through June 24, 2015, as projected as part of the total 2015 capital expenditures in the five-year plan filed in 2014, in each of the Company’s exchanges are estimated to be as follows:

**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**



**Western New Mexico Telephone Company, Inc.**  
**Line 3010 – Five-Year Service Quality Improvement Plan (Cont'd)**

**COMMUNITY ANCHOR INSTITUTIONS:**

Line 3011 and 3012 of the Form 481 requests per 47 C.F.R. § 54.313(e)(ii), the number, names, and addresses of community anchor institutions to which the ETC began offering broadband service in the preceding calendar year. The Company already provides broadband service to all of the community anchor institutions in the serving area. If the community anchor institution requests increased bandwidth, the Company works with the institution to determine and supply the broadband service that best fits the needs of the institution. No new community anchor institutions received broadband service from the Company in the preceding calendar year.

**CONCLUSION:**

The Company is doing an excellent job progressing on the five-year service quality improvement plan filed in 2014 with the FCC with the Form 481. The Company is continuing to improve and upgrade facilities in order to provide customers with the highest quality voice and broadband service in the most cost-effective manner. This includes shortening the length of the loops, as needed, in order to provide greater bandwidth to the customer, augmenting and upgrading the interexchange facilities, as needed, to provide greater speeds and sufficient facilities for special access circuits, including, but not limited to, dedicated facilities to wireless towers, modifying switching equipment, as needed, in order to provide the services and features desired by the customer, and adding/replacing general support equipment, as needed, in order to continue to operate as a company and provide service to the end user.

The maps attached to the end of this report provide a summary of the status of the projects performed from January 1, 2015 through June 24, 2015.

CLIFF

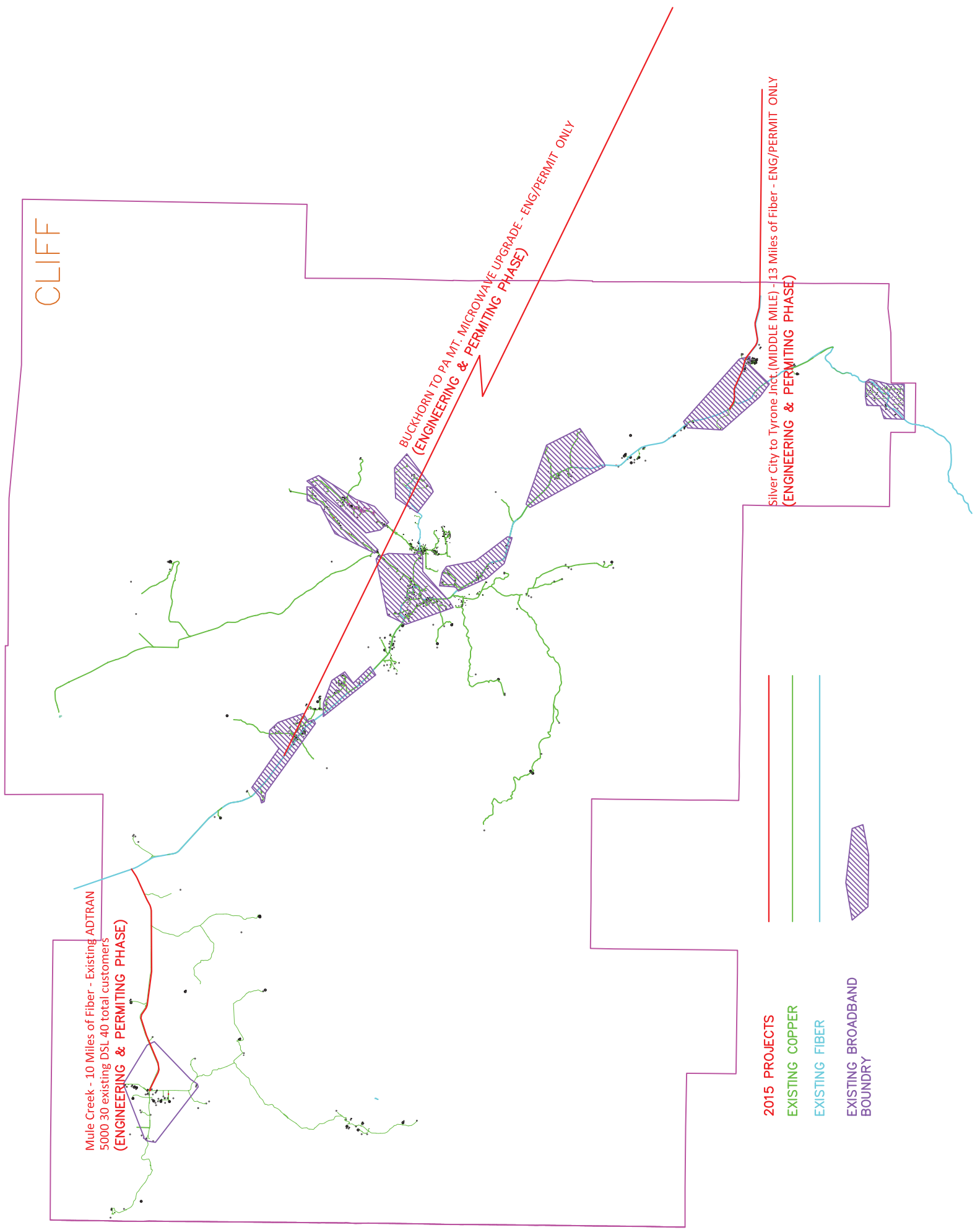
Mule Creek - 10 Miles of Fiber - Existing ADTRAN  
5000 30 existing DSL 40 total customers  
(ENGINEERING & PERMITTING PHASE)

BUCKHORN TO PA MT. MICROWAVE UPGRADE - ENG/PERMIT ONLY  
(ENGINEERING & PERMITTING PHASE)

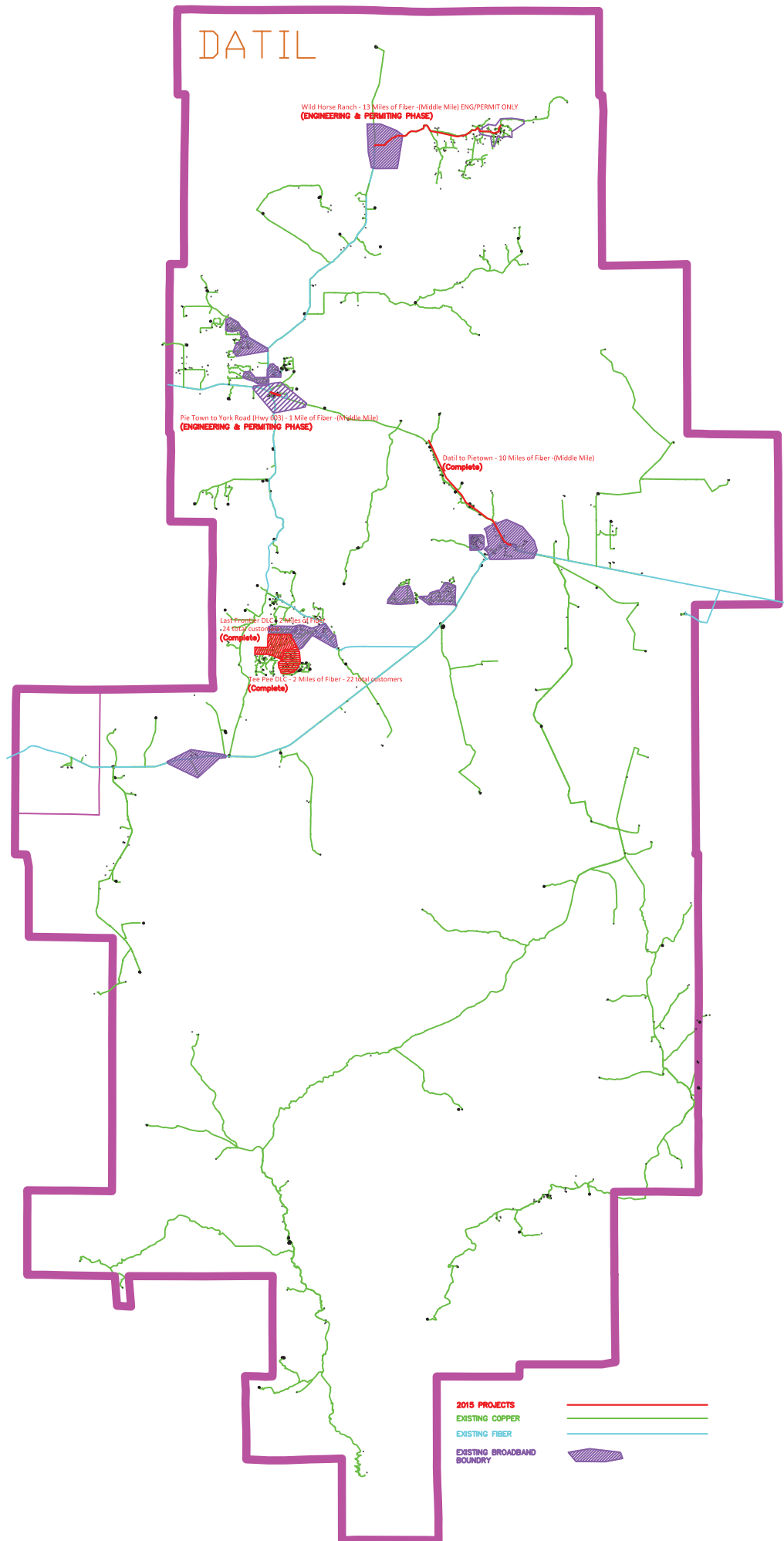
Silver City to Tyrone Jct. (MIDDLE MILE) - 13 Miles of Fiber - ENG/PERMIT ONLY  
(ENGINEERING & PERMITTING PHASE)

2015 PROJECTS  
EXISTING COPPER  
EXISTING FIBER

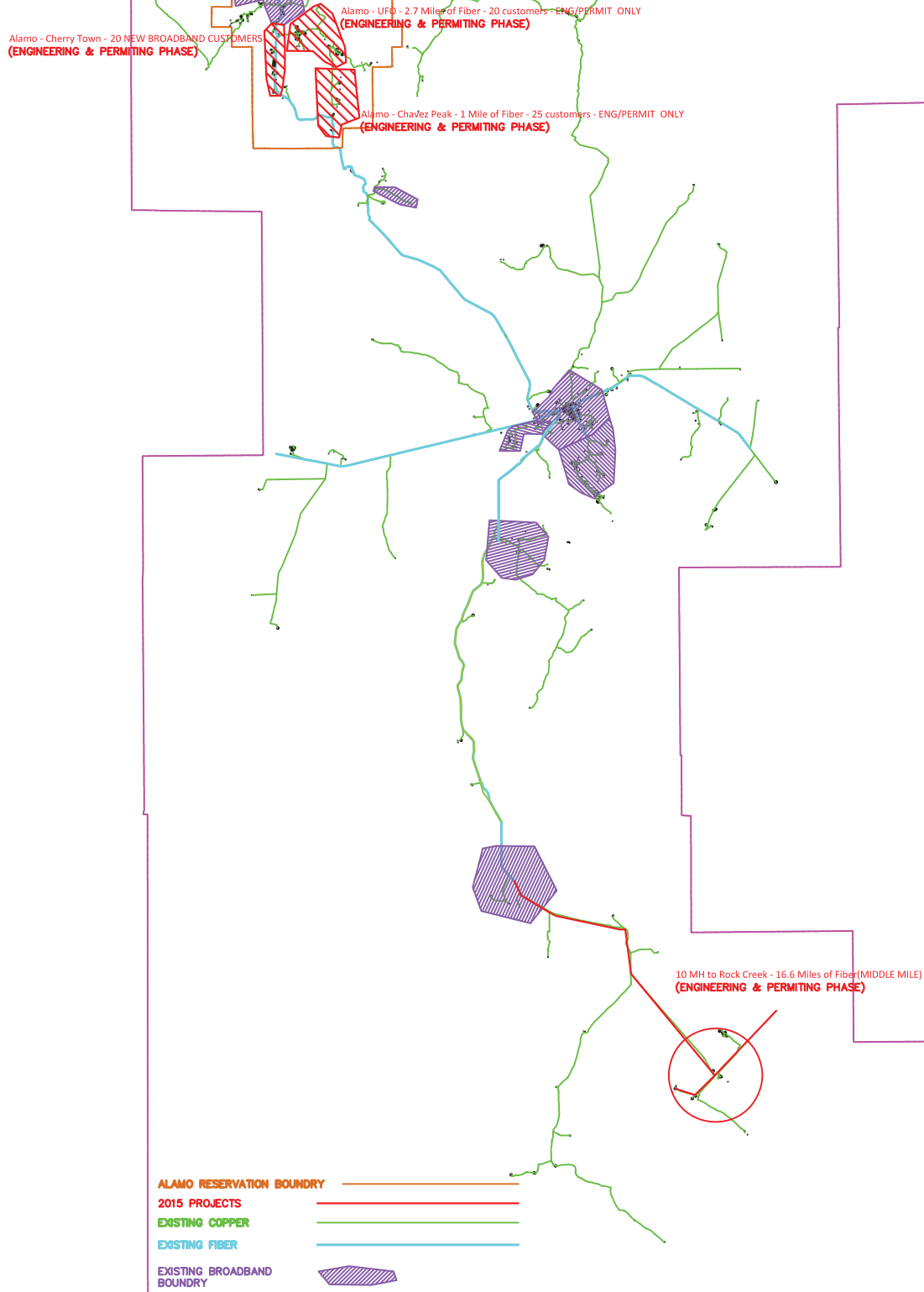
EXISTING BROADBAND  
BOUNDARY



# DATIL



# MAGDALENA



# LORDSBURG

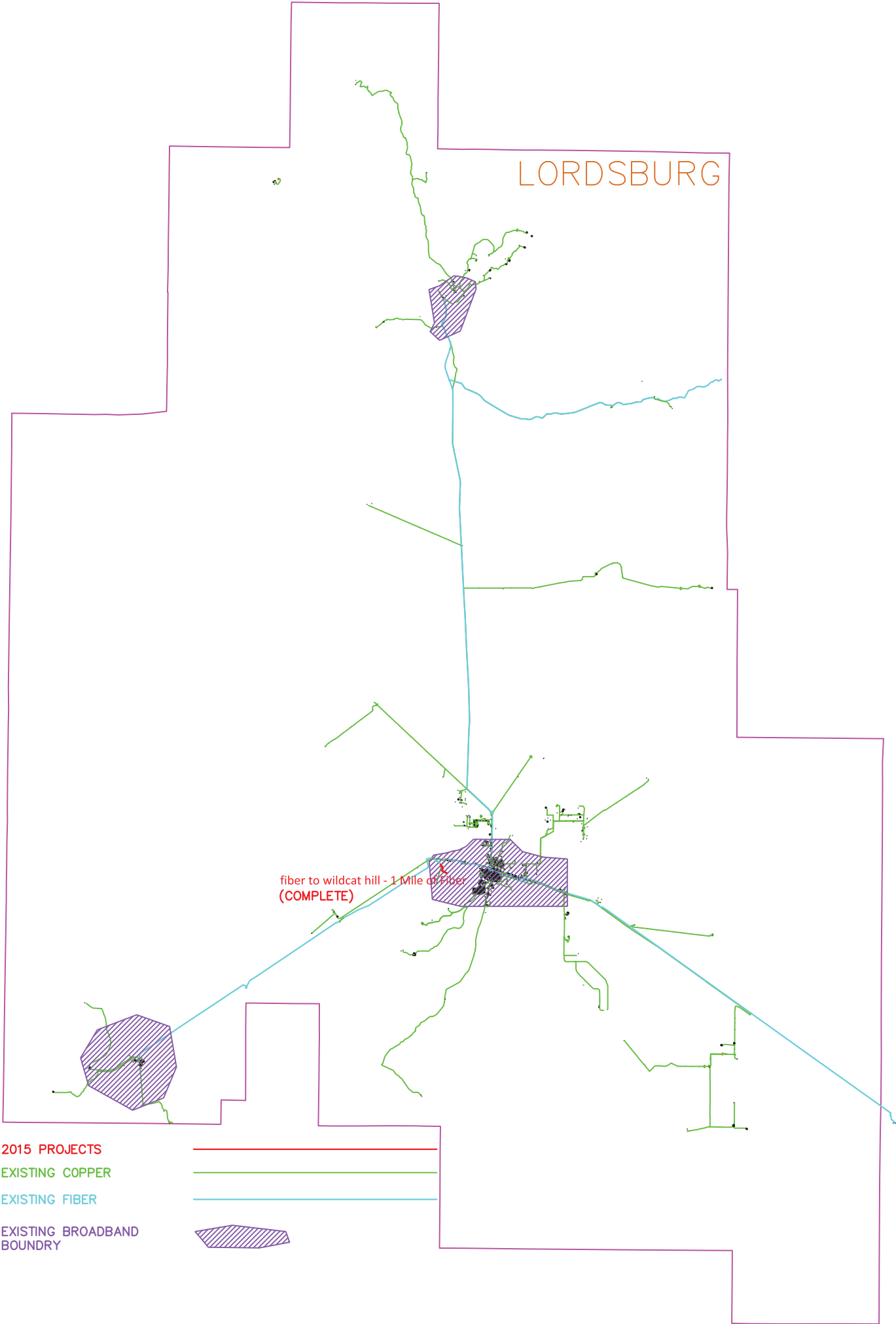
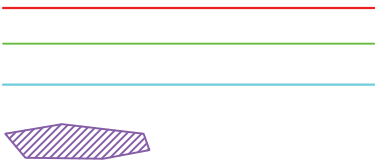
fiber to wildcat hill - 1 Mile of Fiber  
(COMPLETE)

2015 PROJECTS

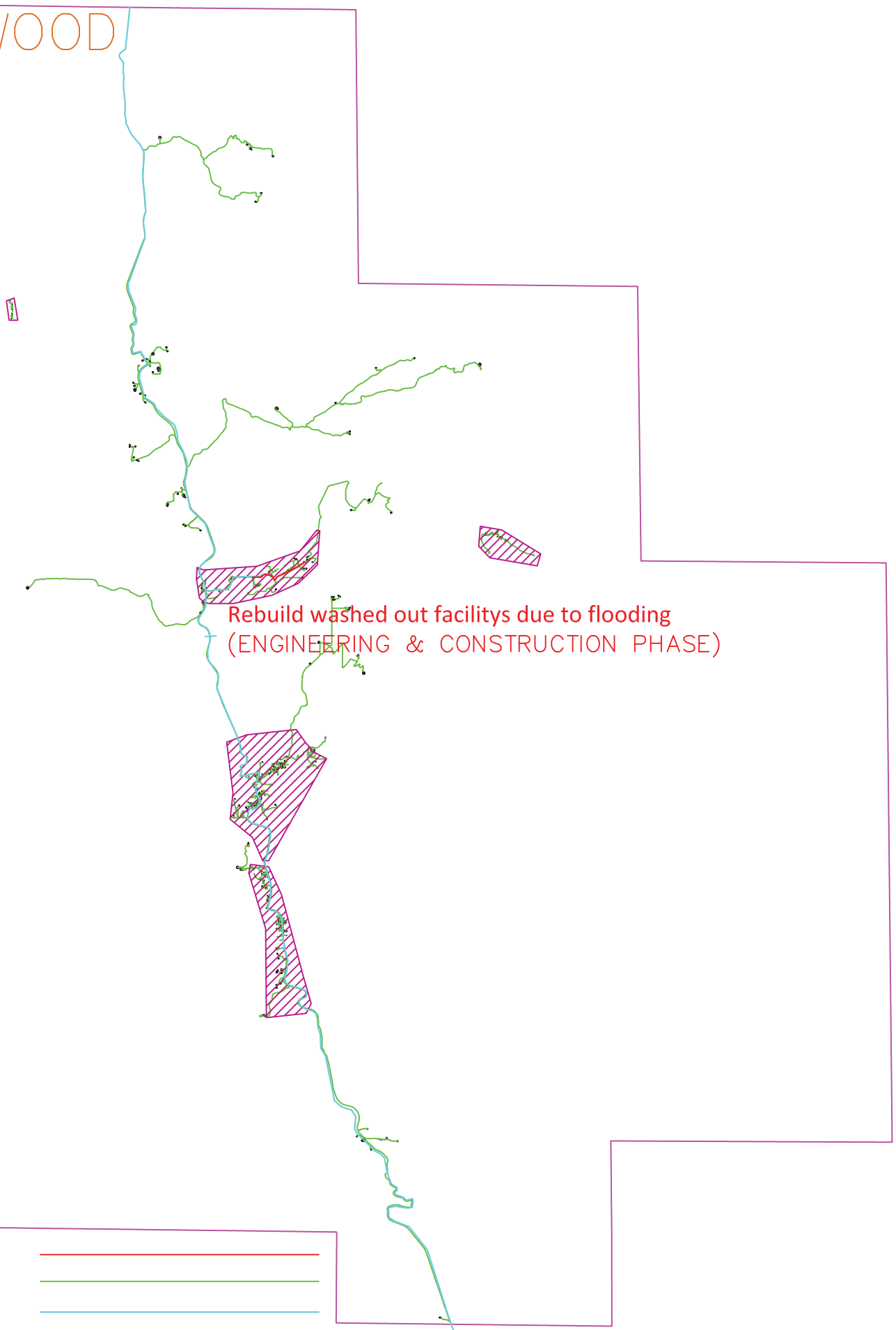
EXISTING COPPER

EXISTING FIBER

EXISTING BROADBAND  
BOUNDARY



# GLENWOOD

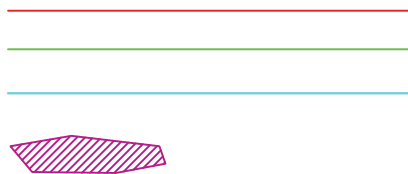


2015 PROJECTS

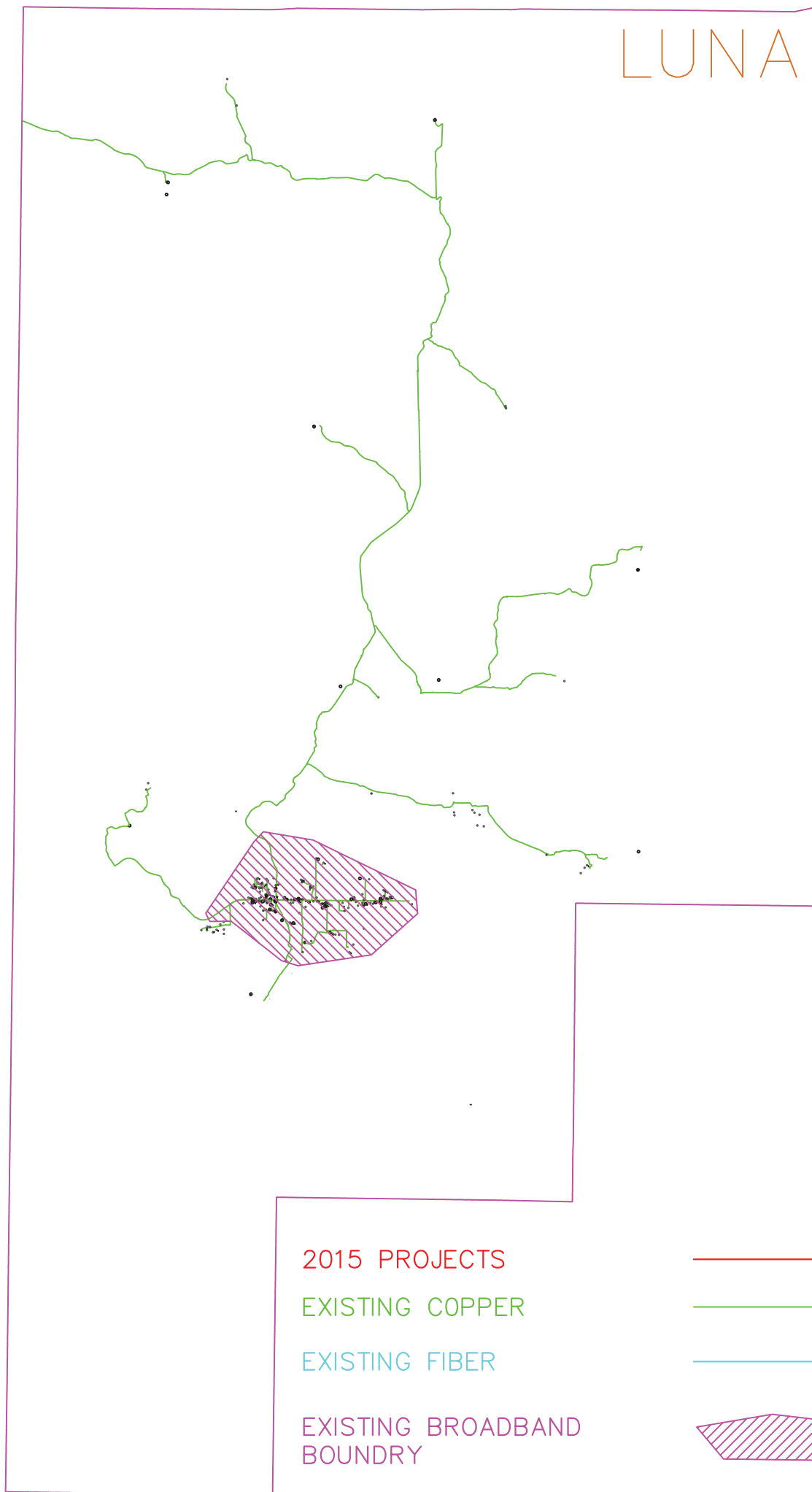
EXISTING COPPER

EXISTING FIBER

EXISTING BROADBAND  
BOUNDARY



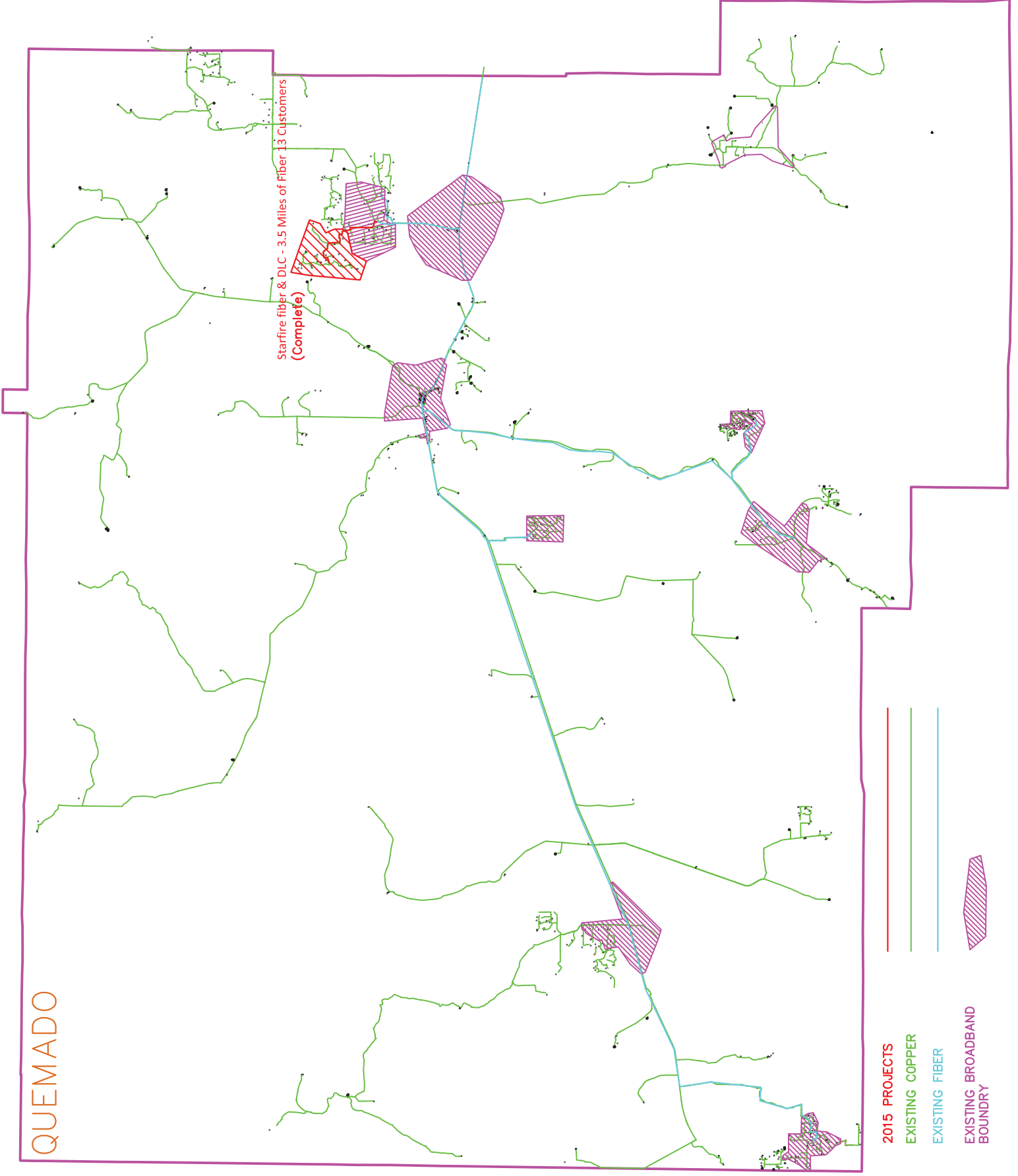
# LUNA



# QUEMADO

Starfire fiber & DLC - 3.5 Miles of Fiber 13 Customers  
(Complete)

- 2015 PROJECTS
- EXISTING COPPER
- EXISTING FIBER
- EXISTING BROADBAND BOUNDARY



# MIMBRES

Microwave radio upgrade Salt Creek to Gila Hot Springs  
(Complete)

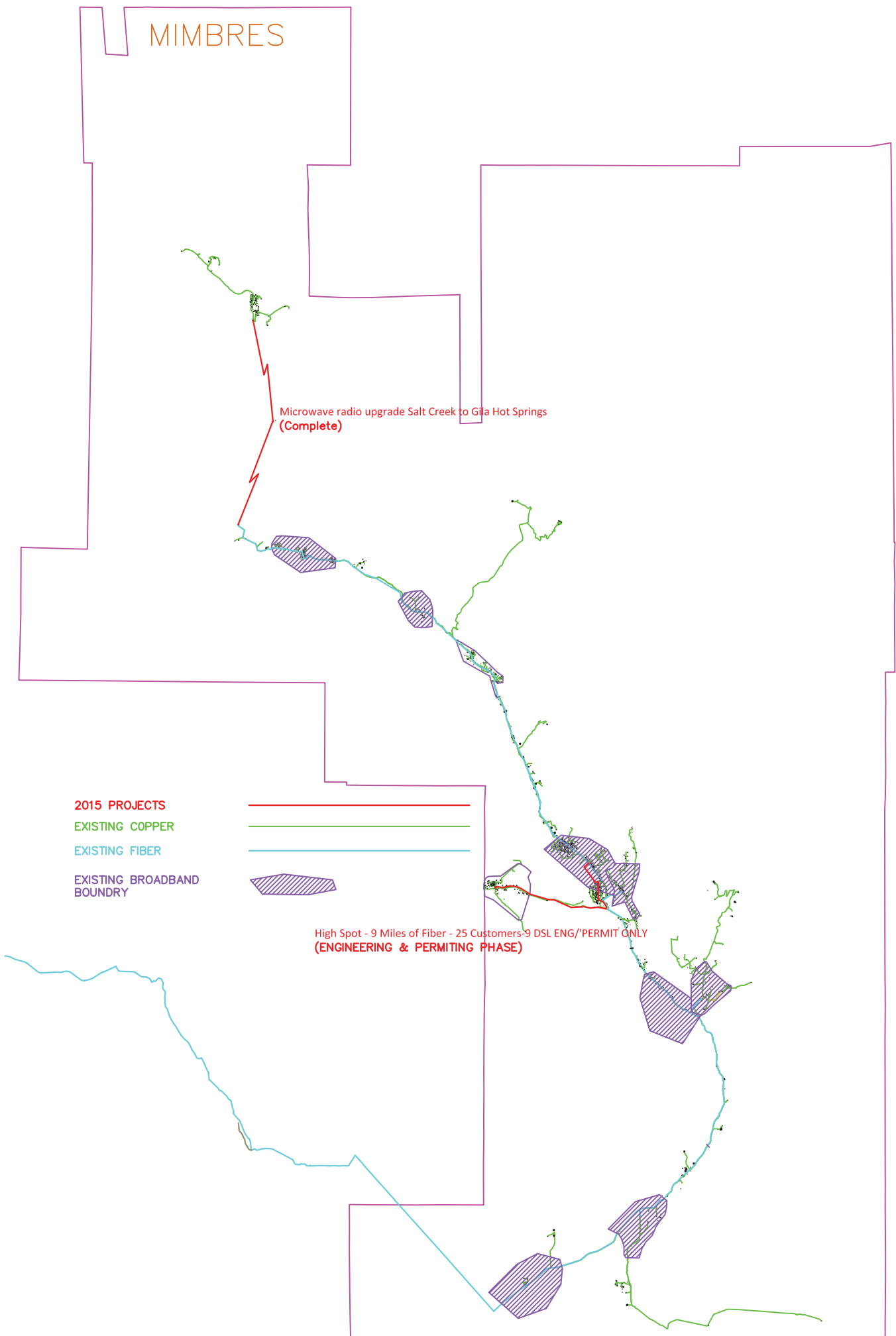
## 2015 PROJECTS

EXISTING COPPER

EXISTING FIBER

EXISTING BROADBAND  
BOUNDRY

High Spot - 9 Miles of Fiber - 25 Customers-9 DSL ENG/PERMIT ONLY  
(ENGINEERING & PERMITTING PHASE)



RESERVE

REROUTE 1 MILE OF FIBER FOR RHWA BRIDGE CONSTRUCTION  
(CONSTRUCTION PHASE)

Cruzeville - 0.67 Miles of Fiber - 20 existing DSL - 30 total (including existing)  
(ENGINEERING & PERMITING PHASE)

2015 PROJECTS  
EXISTING COPPER  
EXISTING FIBER  
EXISTING BROADBAND  
BOUNDRY

